OnviSource
Connecting People to Business

OnviCall Manager User's Manual Version 2.2.1

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The OnviCall Manager Program

The Manager Program gives you the ability to manage call volume and related statistics via OnviCall's real-time Manager Console. It also allows you to easily create and set parameters for new accounts, operators, message forms, call groups, shorthand tables and more to ensure your business runs efficiently.

The OnviCall Manager Console helps you closely monitor your business by allowing you to see in real-time the status of your operations by tracking:

- Operators in the system
- Operators in rotation
- Calls
- Holding Calls
- Patched Calls
- Total Dispatched Calls
- Outbound Alphas, Faxes and Emails
- Echoes / Reminders
- Undelivered Messages

Features	Benefits
Operator Monitoring	Real-time operator call monitoring and evaluation.
Operator Evaluations	As part of the Report options, you can appraise an operator's efficiency by seeing their ring counts, dial outs, dispatched messages, talk times, hold times, log in times and more.
Audit Trails	Let's you track who, what and when changes were made to an account.
Detailed Reports	Detailed reports are available to help you evaluate your accounts and operators.
Custom Screens and Layouts	Ability to customize screen layouts and field labels per account and page to meet the needs of every client.
Custom Message Formats	Customizable message formats to ensure accurate message taking.
Event Scheduler	Set scheduled events for reminders, delivery and system tasks.
Export capacity	Reports can be exported to text or Excel formats for easy importing in other applications.
System Settings	Extensive system settings allowing you to tailor OnviCall to meet every operational need.

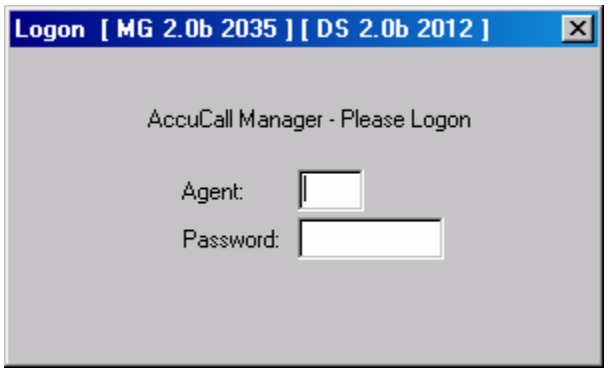
How to Use This Manual

Whether you are completely new to OnviSource's product line or have used the older LineMaster system, this manual will walk you through how to use the OnviCall system, or it will act as a source of reference. This manual will help you become familiar with the commands and keystrokes needed to operate the system.

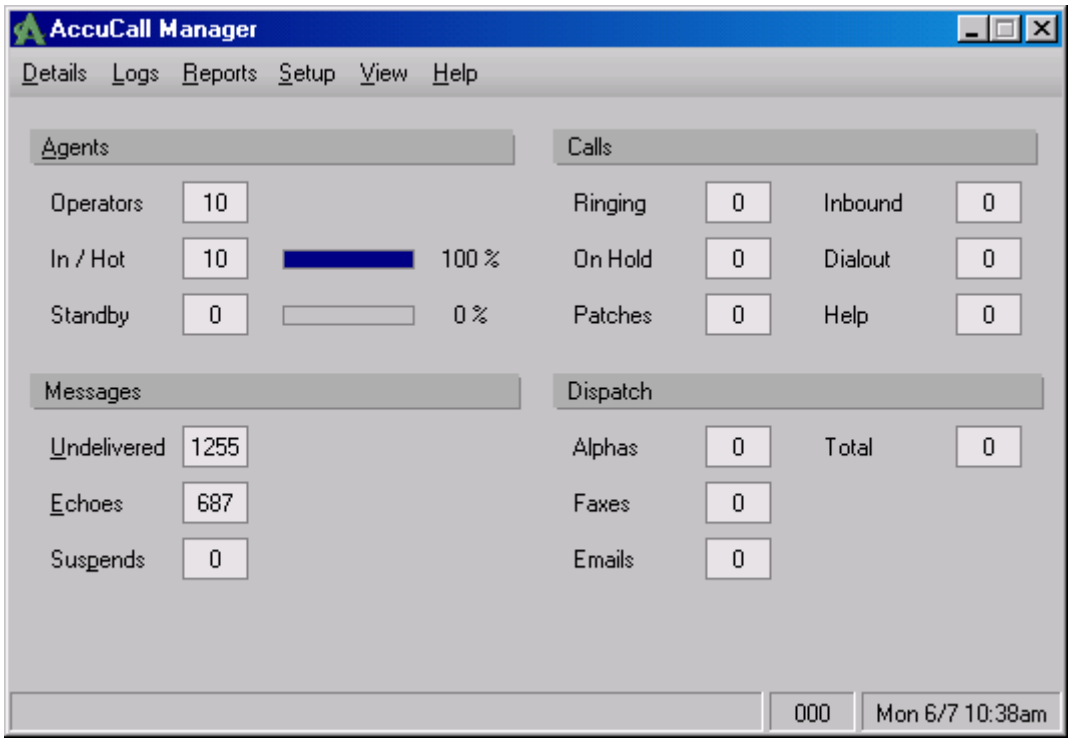
If you have any questions, call a Professional Service Representative at OnviSource Customer Service 1-800-388-8402 Monday through Friday 8:30AM – 5:30 PM CST.

Logging On

Double left click on the OnviCall Manager located on your desktop. The Manager Logon Screen appears.

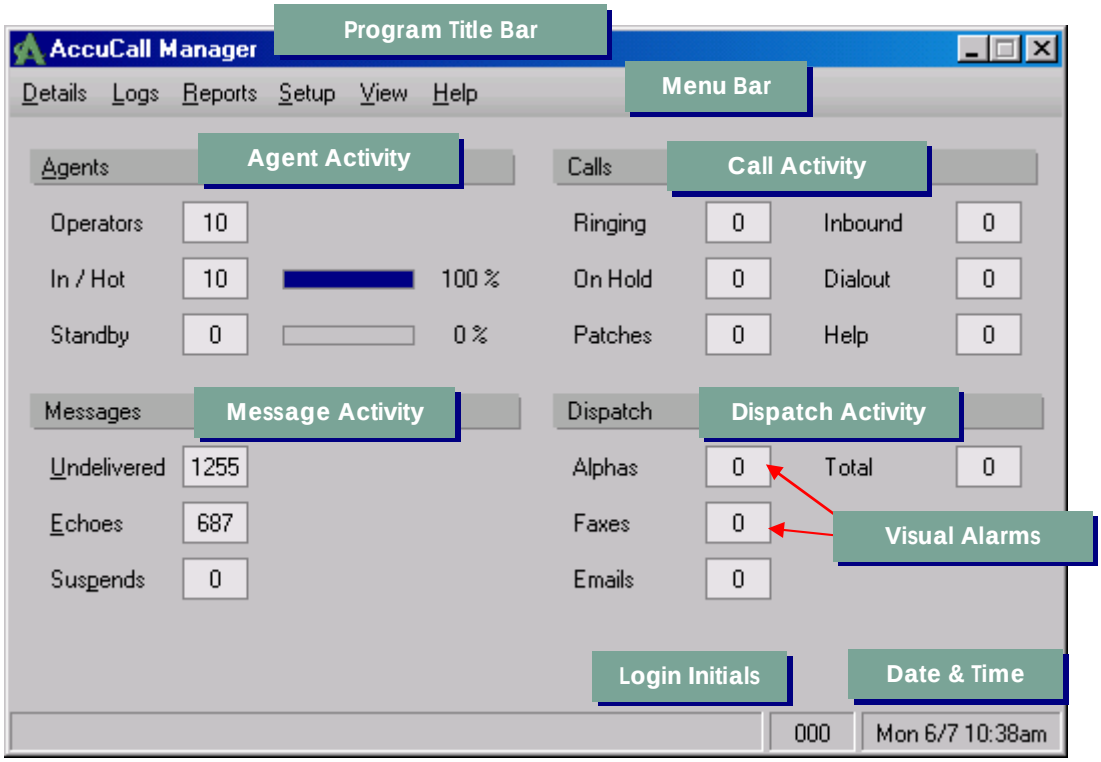


Enter your Manager Logon ID and Password ***(passwords are case sensitive)*** and press the Enter Key. The OnviCall window appears. You are now logged into the Managers system and presented with the Main screen.



Manager Console

The Manager's console gives you a visual overview in real-time of all events that are happening in the OnviCall Operator system. To fully understand all the sections of the Manager Screen, each section is described here in detail.



Program Title Bar

A row in a program's window that displays the software's title.

Menu Bar

A row in a software program that shows all available menu options.

Agent Activity

Displays in real-time, how many operators are logged into the OnviCall Operator program as well as their status.

Call Activity

Displays in real-time all call activity in the OnviCall program.

Message Activity

Displays the current status of all Undelivered messages, Echoes and Suspends.

Dispatch Activity
Displays the current status for Dispatches for Alphas, Faxes and email transmissions.

Visual Alarms
If a number exceeds an amount set under System Settings, OnviCall will highlight the area to alert you of a potential problem. See Setup Menu section for more detail.

Login Initials
Displays the managers login initials.

Date and Time
Displays the current date and time from the Data Server, not from that individual workstation.

Shortcuts to Details
You will notice on the Managers console there are 4 Items that have underlined letters. Pressing the Alt key and the corresponding underlined letter will bring up the window under Details. Descriptions for these items can be found under each corresponding section.

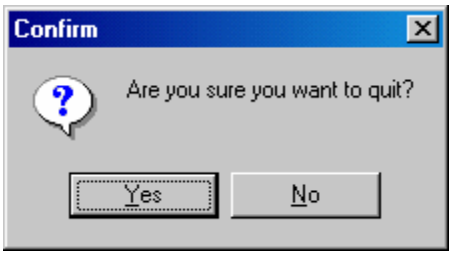
Alt A – brings up the Details Agent Screen

Alt U – brings up the Details Messages Screen

Alt E – brings up the Details Echoes Screen

Alt P – brings up the Details Suspends Screen

Logging Off



1. Press the “Q” key on your keyboard, or click on the ☒ in the upper right corner of the OnviCall Program.

   You will be prompted with a confirmation box asking you if you are sure you want to Quit.

2. Press the “Y” on your keyboard or select “Yes” with your mouse.

   ***NOTE**: Pressing the ☒ will NOT give you a confirmation box; you will just exit the program.*

Tab
Pressing the Tab key allows you to move quickly through window options or client accounts in order to select a number to dial or to highlight an option to edit.

Shift Tab
Pressing the Shift Tab steps you through a window or screen in reverse order.

Spacebar
Pressing the Spacebar in an area that has a check box option will place a check mark in the box. Pressing the space bar again will remove the check mark.

Up and Down Arrow Keys
Pressing the up or down Arrow keys allows you to highlight and navigate items throughout various windows of OnviCall.

Left and Right Arrow Keys
Using the left and right Arrow keys allows you to move through menu options.

Page Up and Page Down
These keys are used to help you navigate quickly through a long log or report.

Home
The Home key moves you to the start of a line.

End
The End key moves you to the end of a line.

Delete
Delete removes characters from the right of the cursor.

Backspace
Backspace removes characters typed to the left of the cursor.

Escape
To escape any function that you have started and not yet completed, press the Esc key. An Abort pop-up window will appear asking you if you if you are sure. Selecting Yes will abort that function.

Proper Destination Formats

There are several different destination options within OnviCall that will be required when setting up your delivery options. Please use the following formats when setting up your Client Windows and Dispatch options. Entering a destination in brackets will designate it as a speed dial number and can be used in conjunction with the Client Window.

A: Alpha Pager (with predefined tower number designation)

When entering a number for an Alpha Pager you must precede the number with a capital A and a colon and the number must be followed by a comma and tower number designation. (Your supervisor predefines the tower number in the OnviCall Manager program.) The correct format is shown here. To have this available for a speed dial address, simply enclose the destination in square brackets.

A:5551212,1 – normal [A:5551212,1] – speed dial

D: Pager/Call Back Number

When entering a number for a Pager, you must precede the number with a capital D, a colon and the pager number, followed by commas for a delay, then a call back number, followed by a number sign #. The correct format is shown here. To have this as a speed dial enter the destination in square brackets.

Note: *The amount of commas and the need for a # sign is determined by the paging company.*

D:5551212,,,,,,,,18008437243# – normal
[D:5551212,,,,,,,,18008437243#] – speed dial

E: Email Address

When entering an Email address you must precede the number with a capital E and a colon and the email address. The correct format is shown here. To have this as a speed dial enter the destination in square brackets.

E:user@abc.com – normal [E:user@abc.com] – speed dial

To set up multiple email recipients, use a semi colon to separate the names.

[E:user1@abc.com;user2@abc.com;user3@abc.com]

F: Fax

When entering a number for a Fax, you must precede the number with a capital F and a colon and the Fax number. The correct format is shown here. To have this as a speed dial enter the destination in square brackets. Entering a number sign # before the fax number will increase the font size of the received fax and entering an exclamation point ! after the # will increase the font size and resolution. Using an ampersand sign & before the fax will tell OnviCall to put a single message per page.

F:3331515 – normal [F:3331515] – speed dial
F:#3331515 – increases the font size of the received fax
F:#!3331515 – increases the font size and resolution
F:&3331515 – single message per page

P: PCS Email

When entering a number for a PCS (cellular phone or pager that can receive text messages), you must precede the number with a capital P and a colon and the PCS number followed by the email address. This command will strip as much of the header information as possible when sending messages to cell phones and pagers. *(**Note:** Not all service providers allow OnviCall to do this.)* The correct format is shown here. To have this as a speed dial enter the destination in square brackets.

P:2223535@abc.com – normal [P:2223535@abc.com] – speed dial

To set up multiple PCS email recipients, use a semi colon to separate the numbers.

[P: 2223535@abc;2213535@abc;2203535@abc]

T: Pager and Tower Number designation

When entering a number for a Pager and a Tower Number, you must precede the number with a capital T and a colon and the number to be paged, a comma followed by the tower number. This option is used when the tower number was not predefined in the Manager program.

T:5551212,18008437243 – normal [T:5551212,18008437243] – speed dial

No Prefix

No prefix is required when entering a phone number, except the area code in a 10-digit calling area.

2013331515 – normal 10-digit number [2013331515] – speed dial

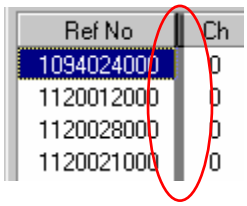
Throughout the Manager Program you will be presented with many charts and logs. Some are read only, while others have options available to them. This section lets you become familiar with what those options are as well as any icons that are associated with them.

While some of these options apply to the Report section of the Manager Program, these options are separate from the Report section of the Manager program. Reports are outlined in another section of this manual starting on Page 30.

Each chart will have a section with a Key telling you what options are available for that report. The Key will only have the Icons listed below so take a moment to become familiar with them here.

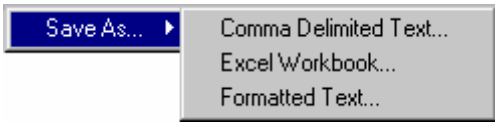
- Delete
- Clear
- Save
- Print
- Query
- Resize Columns: Place in between two columns and drag to the left or to the right to resize.
- Sorting: To sort a column, click on the column heading with your mouse once for ascending, twice for descending.

If you attempt to sort columns and that option is not available, you will see a gray line appear in between the columns you are trying to sort.



Saving a Report to a File

There are three options you have when saving a report however, not all reports give you all options. To see what saving options are available for a specific report, left click on the Save Icon, Select Save As. You will be presented with the available options for that specific report.



Comma Delimited Text

Saves your report as a Text file (.TXT) with comma's separating each column.

Excel Workbook

Saves your report as an Excel file (.XLS) for easy opening into Microsoft Excel.

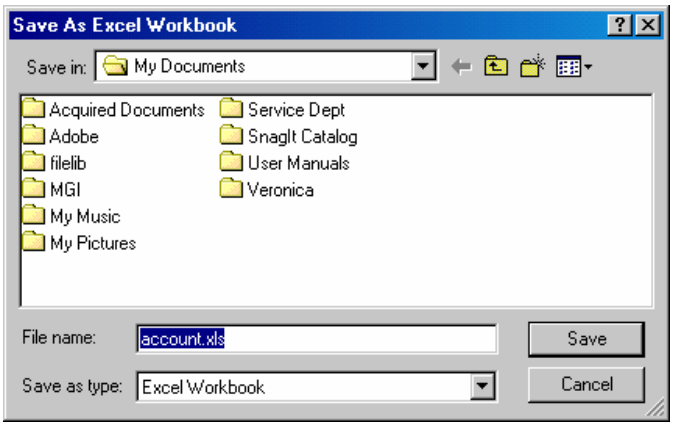
Note: *You must have Microsoft Excel installed on your computer in order to open this file.*

Formatted Text

Saves your file with a .REP extension. This will be saved as a text file.

Saving the Output

1. Click on the Save Icon.
2. Select Save As.
3. Choose your desired format.
4. A window comes up asking you what you want to call the file and where you want to save it.
5. Name the file and select a destination on the hard drive or floppy disk (A:).
6. Select Save.



Printing a Report

Click on the Print Icon to bring up your Printer dialog box.

Installation and support of printers are the User's responsibility. Please follow your Printer's guidelines when printing from OnviCall.

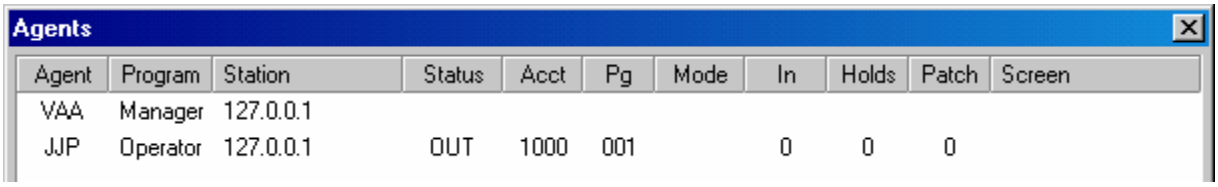
The Details Menu helps you to identify your call centers activities by giving you *real-time* statistics on your operators as well as your accounts. This menu has five options that are outlined below.

Agents

This screen displays a list of all operators logged into the OnviCall Operator Program in real-time. (This screen has a 2 second refresh delay) To view this screen:

1. Press DG or Alt A on your keyboard. A screen similar to the picture below is displayed.
2. To close this window, click on the X in the upper right corner.

KEY: Read only, no options available.



Agents

Agent	Program	Station	Status	Acct	Pg	Mode	In	Holds	Patch	Screen
VAA	Manager	127.0.0.1								
JJP	Operator	127.0.0.1	OUT	1000	001		0	0	0	

Heading Descriptions

Agent Operator's initials for all operators logged into OnviCall.

Program Current OnviCall program the operator holds an active status in (OnviCall Manager or Operator).

Station The network IP address of the workstation.

Status Current rotation status for each operator.

Acct The account number the operator is currently servicing.

Pg The page number the operator is on for the account they are servicing.

Mode The operator's current status (talk, union, voicemail, patch, and dial).

Patch All patched calls that currently exist in the operator's queue.

Screen The program window the operator is using for the account.

In The number of calls in an operator's queue.

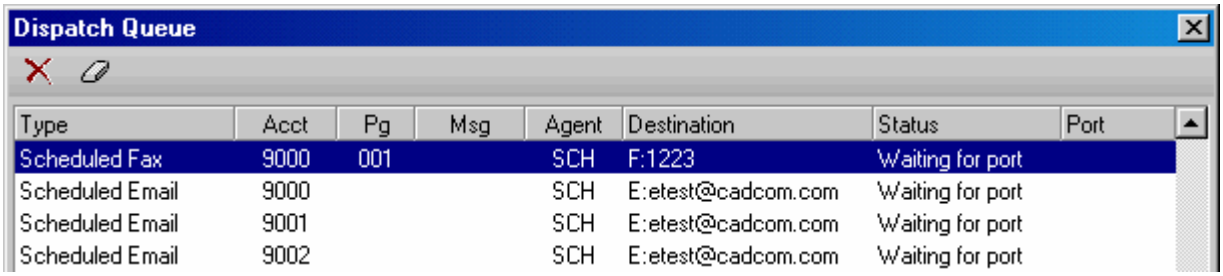
Holds The number of calls on hold in the operator's queue.

Dispatch

This screen provides you with real-time information on the status of all message dispatches in the queue. This display is not read only, you have the ability to select a message and delete it as well as the ability to clear the entire queue. To view this screen:

1. Press DD on your keyboard. A screen similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

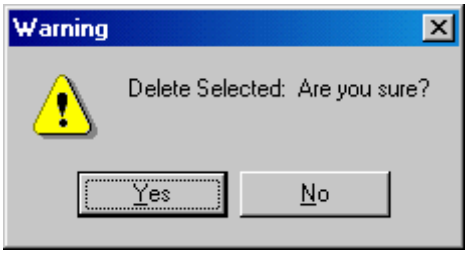
Key:



Type	Acct	Pg	Msg	Agent	Destination	Status	Port
Scheduled Fax	9000	001		SCH	F:1223	Waiting for port	
Scheduled Email	9000			SCH	E:etest@cadcom.com	Waiting for port	
Scheduled Email	9001			SCH	E:etest@cadcom.com	Waiting for port	
Scheduled Email	9002			SCH	E:etest@cadcom.com	Waiting for port	

Deleting a dispatch in queue

Use your up and down arrows to highlight the message, press the Delete key on your keyboard, right click with your mouse and select delete, or click on the delete icon. You will be prompted asking you if you are sure. Press Y on your keyboard or select Yes with your mouse.



Note: *You can only delete dispatches in a status of "Waiting for Port"*

Heading Descriptions

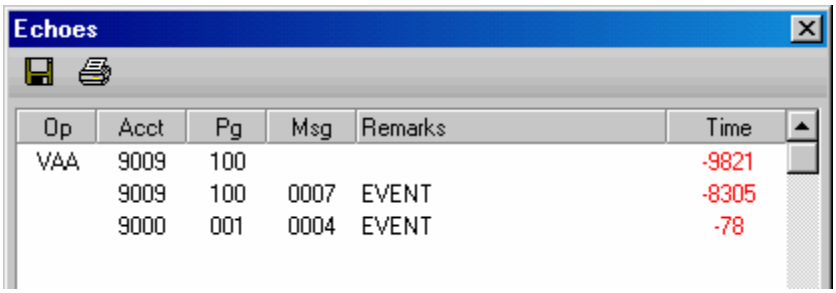
Type	Tells you what type of dispatch it is.
Acct	The account number the dispatch is being sent for.
Pg	Originating account page number transmitted for the dispatch.
Msg	Message number of the item dispatched for the account.
Agent	Operator's initials that initiated the dispatch.
Destination	Actual address or number the message is being dispatched to. Prefix descriptions: **A:** Alpha Pager, **D:** Pager, **E:** Email, **F:** Fax**, P:** PCS Email, **T:** Pager with Tower number, telephone number without a prefix.
Status	Status of dispatch (waiting for port, sending, completed).
Port	Will display DP: X X representing physical number of the COM port.

Echoes

This screen provides you a current listing of all Echoes waiting to be sent. To view this screen:

1. Press DE or Alt E on your keyboard. A screen similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Heading Descriptions

Op Operator's login initials that initiated the Echo.

Acct The account number.

Pg Account page number attached to the echo.

Msg Message number of the attached Echo. Will display data only if echo is on a message, if it is a Page echo, the field will be blank.

Remarks The comment line from the Echo form.

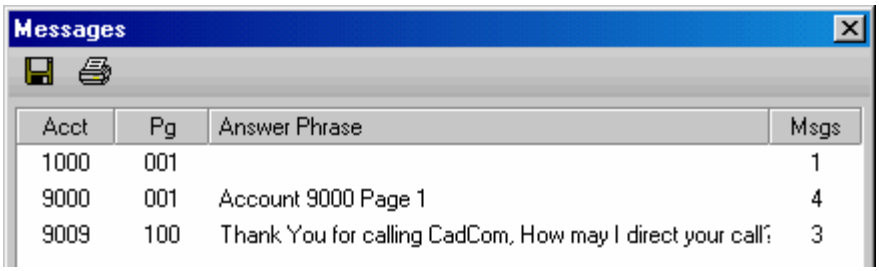
Time The time until an echo will occur, or if the echo is past due how long it is past due in minutes,

Messages

This screen provides you a current listing of all undelivered Messages. To view this screen:

1. Press DM or Alt U on your keyboard. A screen similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Heading Descriptions

Acct The account number the message is for.

Pg Page number where the message resides within the account.

Answer Phrase Account Answer Phrase for that page.

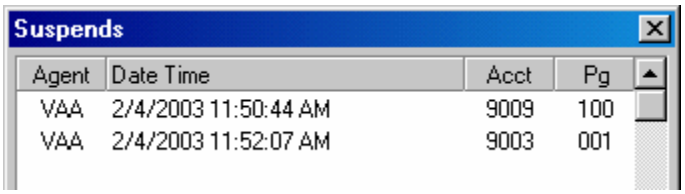
Msgs The number of undelivered messages that currently exist for that account and page.

Suspends

This screen provides you a current listing of all Incomplete Messages. To view this screen:

1. Press DS or Alt P on your keyboard. A report similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key: Read Only, no options available.



Suspends

Agent	Date Time	Acct	Pg
VAA	2/4/2003 11:50:44 AM	9009	100
VAA	2/4/2003 11:52:07 AM	9003	001

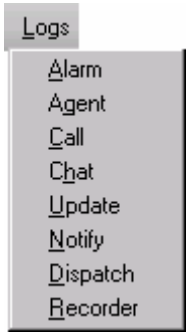
Heading Descriptions

Agent The operator's login initials that created the message.

Date Time The date and time of the Suspend origination.

Acct The account number the Suspend is for.

Pg The page number where the Suspend resides within the account.



The Logs Menu helps you to identify your systems activities by giving you the ability to run statistics on your operators as well as your accounts. OnviCall gives you the option to see data for the current day, or by running a query you can get a history of logs or narrow your search for the desired information. This menu has five options that are outlined below.

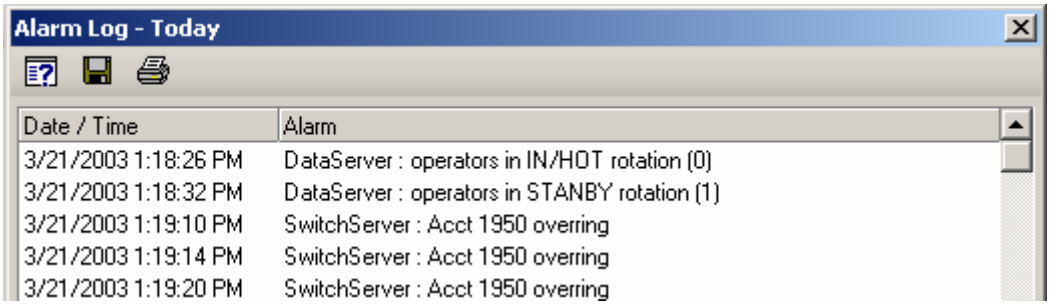
Alarm

Displays a list of system alarms for the current day, or another time frame that you designate in a query. To generate an Alarm Log:

Viewing Today's Log:

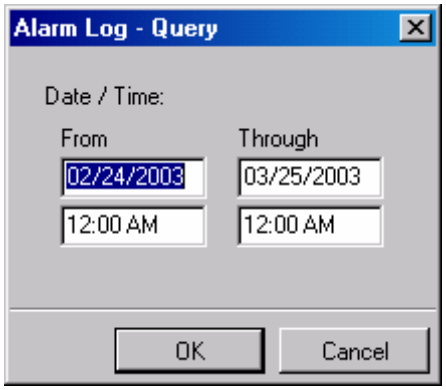
1. Press LA on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Querying an Alarm Log

1. Click on the Query icon located in the upper left corner of the Alarm Log window. Notice that it is defaulted to "Today".
2. With your mouse, select Query… and the Alarm Log Query Window opens.
3. Select the dates and times you want to query.
4. Press Enter on your keyboard or Click OK with your mouse.
5. When you are finished with the report, click on the X in the upper left corner to close.



Heading Descriptions

Date / Time The date and time the alarm was triggered.

Alarm Description of the alarm that was triggered.

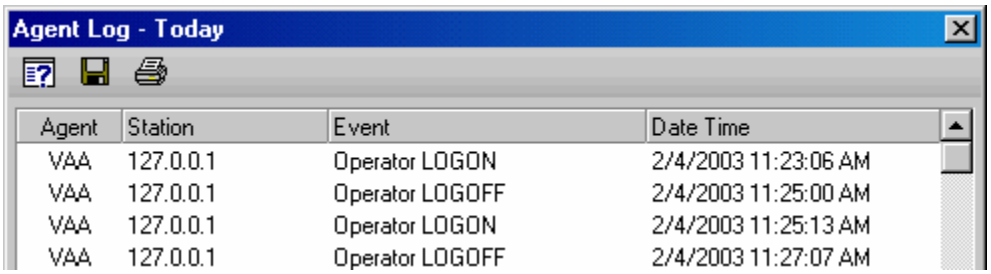
Agent

Displays a complete list of agent's logins and logouts for the current day, or another time frame that you designate in a query. To generate a Log:

Viewing Today's Log

3. Press LG on your keyboard. A log similar to the one below is displayed.
4. To close this window, click on the X in the upper right corner.

Key:



Agent Log - Today

Agent	Station	Event	Date Time
VAA	127.0.0.1	Operator LOGON	2/4/2003 11:23:06 AM
VAA	127.0.0.1	Operator LOGOFF	2/4/2003 11:25:00 AM
VAA	127.0.0.1	Operator LOGON	2/4/2003 11:25:13 AM
VAA	127.0.0.1	Operator LOGOFF	2/4/2003 11:27:07 AM

Heading Descriptions

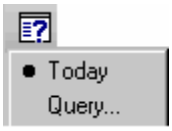
Agent The operator's login initials.

Station The network IP address of the workstation.

Event What activity the operator performed (logon, login, logout, logoff). *Although it does not appear in this sample window, the agent's rotation time from OUT to STBY to IN to HOT and back to OUT is also displayed with each rotation.*

Date Time Date and time of the activity.

Querying an Agent Log



1. Click on the Query icon located in the upper left corner of the Agent Log window. Notice that it is defaulted to “Today”.
2. With your mouse, select Query… and the Agent Log Query Window opens.
3. Use your up and down arrow keys to select the operator’s initials you want to query on, or leave it on ALL to get a list of all operator’s.
4. Select the dates and times you want to query.
5. Select the Event types you want to include by putting a check mark in the box.
6. Press Enter on your keyboard or Click OK with your mouse.
7. When you are finished with the report, click on the X in the upper left corner to close.

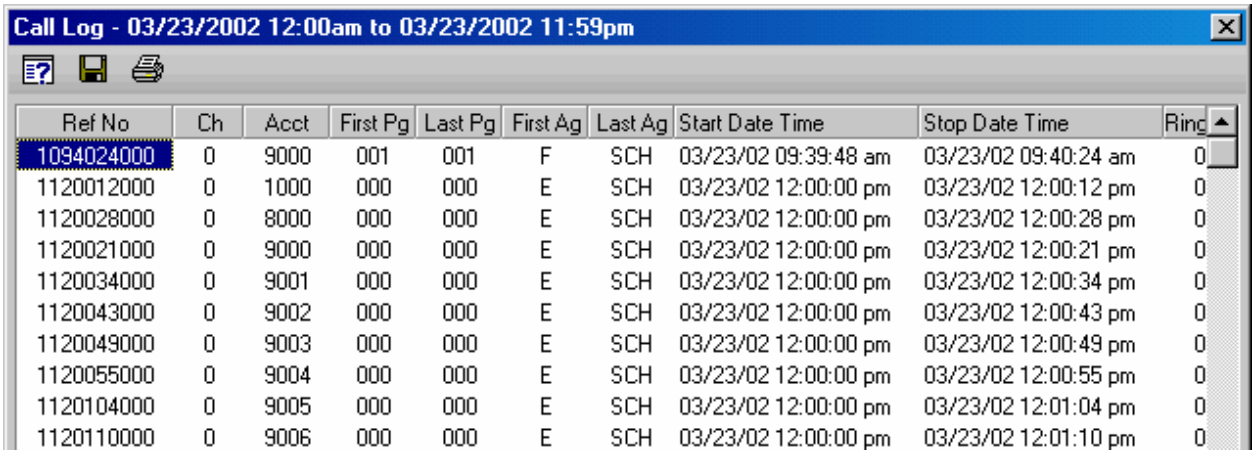
Note: *Selecting only “Operator Events” will list events in the OnviCall Operator program and vise versa when you select “Manager Events” you will get a list of events in the OnviCall Manager program.*

Calls

Displays a complete list of calls that came into the system. You can see calls for the current day, or another time frame that you designate in a query. To generate a Call Log:

1. Press LC on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Call Log - 03/23/2002 12:00am to 03/23/2002 11:59pm

Ref No	Ch	Acct	First Pg	Last Pg	First Ag	Last Ag	Start Date Time	Stop Date Time	Ring
1094024000	0	9000	001	001	F	SCH	03/23/02 09:39:48 am	03/23/02 09:40:24 am	0
1120012000	0	1000	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:12 pm	0
1120028000	0	8000	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:28 pm	0
1120021000	0	9000	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:21 pm	0
1120034000	0	9001	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:34 pm	0
1120043000	0	9002	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:43 pm	0
1120049000	0	9003	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:49 pm	0
1120055000	0	9004	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:00:55 pm	0
1120104000	0	9005	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:01:04 pm	0
1120110000	0	9006	000	000	E	SCH	03/23/02 12:00:00 pm	03/23/02 12:01:10 pm	0

Heading Descriptions

Ref. No — A unique number the system assigns each call.

Ch (Channel) — If the **Channel # is a "0"** this is associated with dispatching. (Manual or Scheduled)

If the **Channel # begins with a "1"**, this is associated with Aculab cards. (Either incoming or outgoing calls)

If the **Channel # begins with a "2"**, this is associated with MuTel cards. (Dial Voice or Immediate Record To Voicemail)

If the **Channel # begins with a "3"**, this is associated with PIKA cards. (Dial Voice or Immediate Record To Voicemail)

Acct — The account number the call was for.

First Pg — What page the operator used to answer the call.

Last Pg — The page the operator ended the call on.

First Agent / Last Agent

Manual Dispatching

The “First Ag” field will be either E, A, T, F, P, or D depending on the type of dispatch.
The “Last Ag” field will represent the initials of the agent that sent the message.
(The “Ch” field will contain a “0” for this type of call log record)

Scheduled Dispatching

The “First Ag” field will be either E, or F depending on the type of scheduled dispatch.
The “Last Ag” field will contain “SCH” for scheduled dispatches
(The “Ch” field will contain a “0” for this type of call log record)

Direct Voicemail Calls

The “First Ag” & “Last Ag” field will contain “---“ for this type of call log record.
(The “VM” field will also contain a “1” for this type of call record)

Direct Voicemail w/ Revert Calls

The “First Ag” field will contain “---“ for this type of call log record.
The “Last Ag” field will represent the initials of the agent the answered the call after the revert from voicemail.
(The “VM” field will also contain a “1” for this type of call record)

Voicemail Auto Answer Calls

The “First Ag” field will contain “---“ for this type of call log record.
The “Last Ag” field will represent the initials of the agent the answered the call after the returned from the auto answer greeting.
(The “VM” & “AutoA” fields will also contain a “1” for this type of call record)

Start Date Time Time the call came into the OnviCall system.

Stop Date Time Time the call ended.

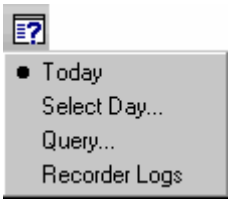
Ring Number of rings it took the operator to answer the call. (Displayed in seconds)

Talk Length of time the operator was on the call. (Displayed in seconds)

Patch Length of time the call was patched. (Displayed in seconds)

Voice Length of time the call was in voicemail. (Displayed in seconds)

Hold	Length of time the call was on hold. (Displayed in seconds)
Dialed Number	An outbound number dialed while on the call. This could include an Alpha Pager or home number.
Called ID	The DID number dialed when the call rings in.
Caller ID	The originating number for the call. (PRI Only)
Holds	How many times a call was put on hold.
NoSvc	Will Display a 1 for Yes or a 0 for No if the account is in service.
ChkIn	Will Display a 1 for Yes or a 0 for No designating if the call went into a Check in line.
VM	Will Display a 1 for Yes or a 0 for No designating if the call went into Voicemail with Operator Revert Or Call Screening.
AutoA	Will Display a 1 for Yes or a 0 for No designating if the call was answered by an Auto Answer greeting.
Trans	Will Display a 1 for Yes or a 0 for No designating if the call was transferred.
NoOp	Will Display a 1 for Yes or a 0 for No designating if the call was no operator available to answer the call.
EarlyHU	Will Display a 1 for Yes or a 0 for No designating if the caller hung up before an operator could answer it.
Rotate	Will Display a 1 for Yes or a 0 for No designating if the call was bounced from another station.
Dial	Will Display a 1 for Yes or a 0 for No designating if the call was a dial out.
PatchLnk	Reference number for the call record associated with the number dialed to patch the call.

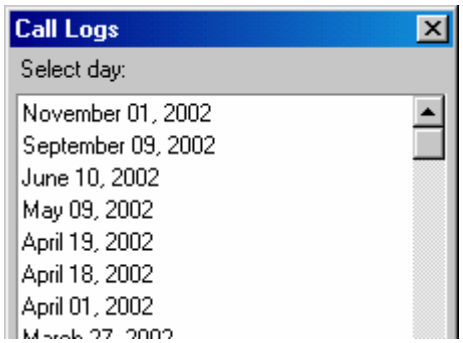


Querying a Call Log

There are four query options under Logs Call:

Today	A log of the calls for the current day.
Query	Allows you to query on specific accounts, dates, times, all calls or Inbound and Outbound calls only.
Select Day	Call logs for specific days there were calls in the system prior to a purge.
Recorder	A list of all voice recordings. (More detail given under the Logs, Recorder section).

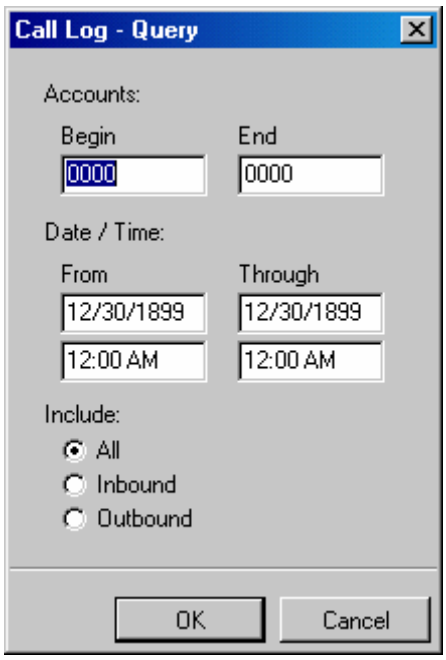
Select Day…



1. Click on the Query icon located in the upper left corner of the Call Log window. Notice that it defaults to “Today”.
2. With your mouse, choose Select Day… and the Call Log window opens with a listing of available days to query.
3. Select the day you want to query by using your up and down arrows and pressing Enter, or double left click on the day with your mouse.

Query…

1. Click on the Query icon located in the upper left corner of the Call Log window. Notice that it defaults to “Today”.
2. With your mouse, select Query… and the Call Log Query Window opens.
3. Enter the Account number or range you want to query.
4. Select the dates and times you want to query.
5. Select to Include All, Inbound or Outbound.
6. Press Enter on your keyboard or click OK with your mouse.
7. When you are finished with the report, click on the X in the upper left corner to close.



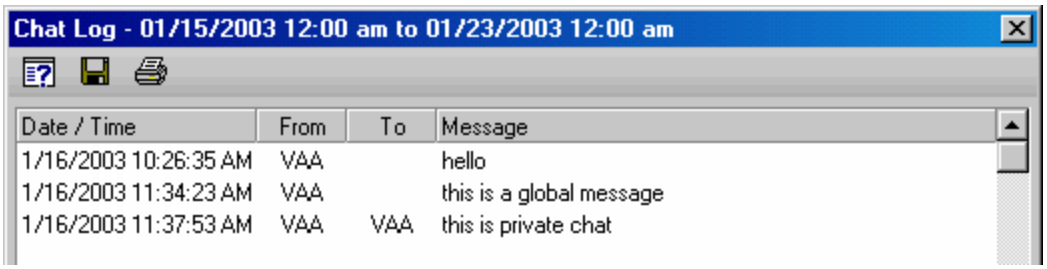
Note: *When printing a Call Log you will need to change your paper size to 8 ½ x 14-landscape mode or your text will be cut off.*

Chat

Displays a list of operator chats and the content of the chat for the current day, or another time frame that you designate in a query. To generate a Chat Log:

1. Press LH on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Heading Descriptions

Date Time Date and time of the chat.

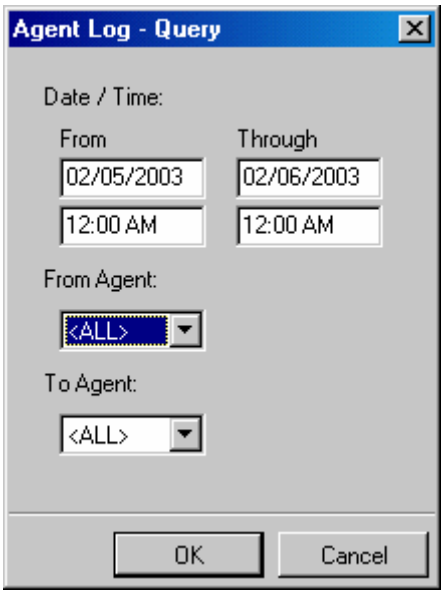
From The operator who initiated the chat.

To The operator the chat was sent to, will be blank is message was sent to everyone.

Message Content of the chat.

Querying a Chat Log

1. Click on the Query icon located in the upper left corner of the Agent Log window. Notice that it defaults to "Today".
2. With your mouse, select Query… and the Agent Log Query Window opens.
3. Select the dates and times you want to query.
4. Use your up and down arrow keys to select the operator's initials you want to query on, or leave it on ALL to get a list of all operator's.
5. Press Enter on your keyboard or Click OK with your mouse.
6. When you are finished with the report, click on the X in the upper left corner to close.

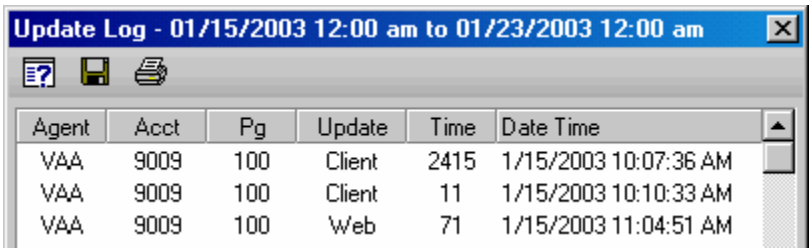


Update

Displays a list of all operators that have performed Updates in the OnviCall Operator program along with the number of seconds it took them to perform the task. To generate a Log:

1. Press LU on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Agent	Acct	Pg	Update	Time	Date Time
VAA	9009	100	Client	2415	1/15/2003 10:07:36 AM
VAA	9009	100	Client	11	1/15/2003 10:10:33 AM
VAA	9009	100	Web	71	1/15/2003 11:04:51 AM

Heading Descriptions

Agent The initials of the operator that performed the update.

Acct The account the Update was performed on.

Pg The page within the account the Update was performed on.

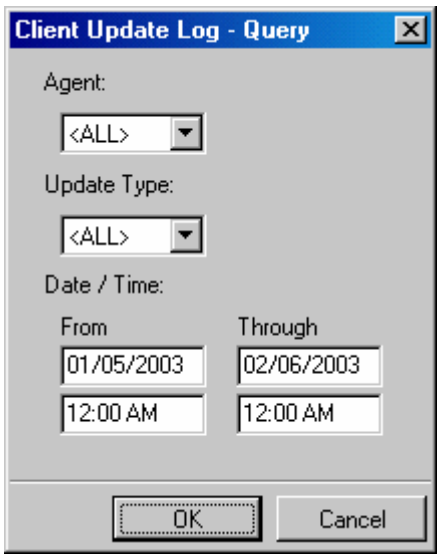
Update Which Update window was updated, i.e. Client, Status, If, Message.

Time The amount of time the operator took to perform the Update. (Displayed in seconds)

Date Time The date and time the Update was performed.

Querying an Update Log

1. Click on the Query icon located in the upper left corner of the Agent Log window. Notice that it defaults to “Today”.
2. With your mouse, select Query… and the Client Update Log Query Window opens.
3. Use your up and down arrow keys to select the operator’s initials you want to query on, or leave it on ALL to get a list of all operator’s.
4. Select the Update Type from the drop down menu.
5. Enter the dates and times you want to query.
6. Press Enter on your keyboard or Click OK with your mouse.
7. When you are finished with the report, click on the X in the upper left corner to close.

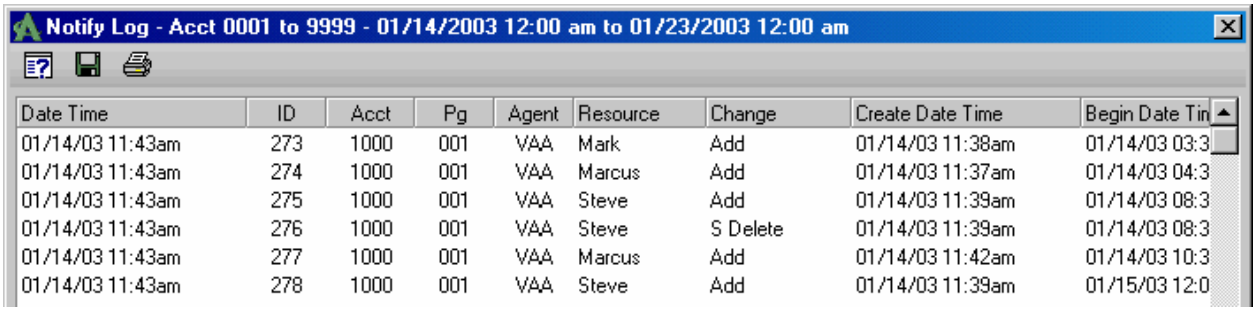


Notify

Displays a list of all operators that have been in Notify Update in the OnviCall Operator program along with the number of seconds it took them to perform the task. To select the log:

1. Press LN on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Notify Log - Acct 0001 to 9999 - 01/14/2003 12:00 am to 01/23/2003 12:00 am

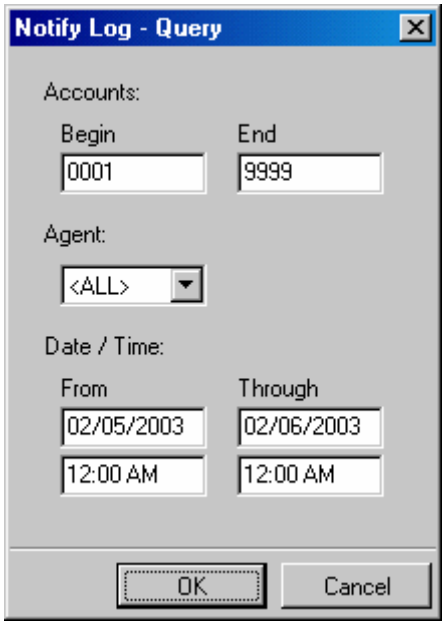
Date Time	ID	Acct	Pg	Agent	Resource	Change	Create Date Time	Begin Date Tin
01/14/03 11:43am	273	1000	001	VAA	Mark	Add	01/14/03 11:38am	01/14/03 03:3
01/14/03 11:43am	274	1000	001	VAA	Marcus	Add	01/14/03 11:37am	01/14/03 04:3
01/14/03 11:43am	275	1000	001	VAA	Steve	Add	01/14/03 11:39am	01/14/03 08:3
01/14/03 11:43am	276	1000	001	VAA	Steve	S Delete	01/14/03 11:39am	01/14/03 08:3
01/14/03 11:43am	277	1000	001	VAA	Marcus	Add	01/14/03 11:42am	01/14/03 10:3
01/14/03 11:43am	278	1000	001	VAA	Steve	Add	01/14/03 11:39am	01/15/03 12:0

Heading Descriptions

Date Time	The date and time the Notify Schedule was updated.
ID	ID number the system assigns to the task.
Acct	The account number that the Notify Schedule update was performed on.
Pg	The page within the account the Notify Schedule update was performed on.
Agent	Initials of the operator that performed the Notify Schedule update.
Resource	What on-call person's name was modified.
Change	What change was made (modify, delete, add, override)
Create Date Time	Time the schedule was created.
Begin Date Time	Start time of the on-call schedule.
End Date Time	Time the schedule ends.
Cease Date Time	Time the schedule was finished being modified.
Repeat	If the schedule repeats, the days will be displayed here.
Override	Will Display a 1 for Yes or a 0 for No designating if there is an override on the schedule.
Auto	Will Display a 1 for Yes or a 0 for No if a resource was set up in Notify with an Auto Delivery.
Mark	Will Display a 1 for Yes or a 0 for No if a resource was set up on Notify with a Mark as Delivered.

Querying a Notify Log

1. Click on the Query icon located in the upper left corner of the Notify Log window. Notice that it defaults to “Today”.
2. With your mouse, select Query… and the Notify Log Query Window opens.
3. Enter the Account number or range you want to query.
4. Use your up and down arrow keys to select the operator’s initials you want to query on, or leave it on ALL to get a list of all operator’s.
5. Select the dates and times you want to query.
6. Press Enter on your keyboard or Click OK with your mouse.
7. When you are finished with the report, click on the X in the upper left corner to close.



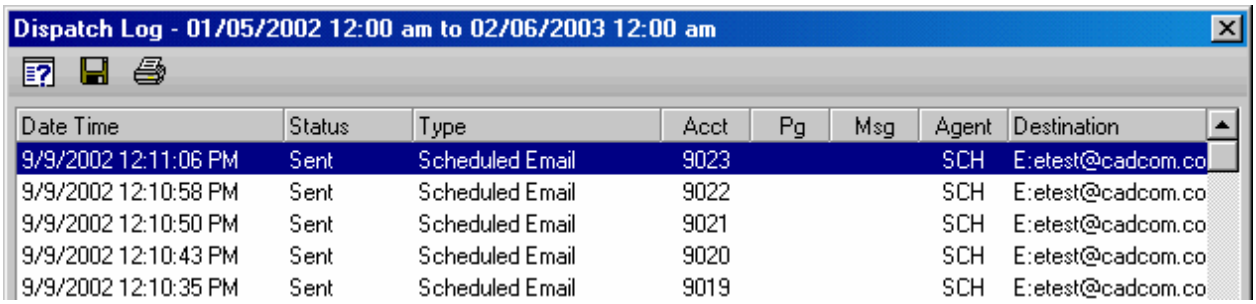
Note: *When printing a Notify Log you will need to change your paper size to 8 ½ x 14- landscape mode or your text will be cut off.*

Dispatch

Displays a complete list of dispatches for the current day, or another time frame that you designate in a query. To generate a Log:

1. Press LD on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Dispatch Log - 01/05/2002 12:00 am to 02/06/2003 12:00 am

Date Time	Status	Type	Acct	Pg	Msg	Agent	Destination
9/9/2002 12:11:06 PM	Sent	Scheduled Email	9023			SCH	E:etest@cadcom.co
9/9/2002 12:10:58 PM	Sent	Scheduled Email	9022			SCH	E:etest@cadcom.co
9/9/2002 12:10:50 PM	Sent	Scheduled Email	9021			SCH	E:etest@cadcom.co
9/9/2002 12:10:43 PM	Sent	Scheduled Email	9020			SCH	E:etest@cadcom.co
9/9/2002 12:10:35 PM	Sent	Scheduled Email	9019			SCH	E:etest@cadcom.co

Heading Descriptions

Date Time The date and time the Dispatched occurred.

Status The status of the Dispatch. Available options: Sent, Failed, Complete.

Type The type of Dispatch. Available options: Scheduled Fax, Fax, Auto Alpha, Alpha, Dispatch Email, Auto Email, Email.

Acct The Account number the Dispatch was sent for.

Pg The page number within the account the Dispatch was sent for.

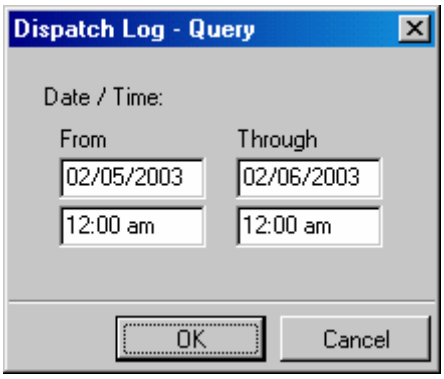
Msg The Message number of the Dispatch.

Agent Operator's initials that initiated the Dispatch.

Destination Complete Dispatch address or fax number.

Querying a Dispatch Log

1. Click on the Query icon located in the upper left corner of the Dispatch Log window. Notice that defaults to "Today".
2. With your mouse, select Query… and the Dispatch Log Query Window opens.
3. Select the dates and times you want to query.
4. Press Enter on your keyboard or Click OK with your mouse.
5. When you are finished with the report, click on the X in the upper left corner to close.

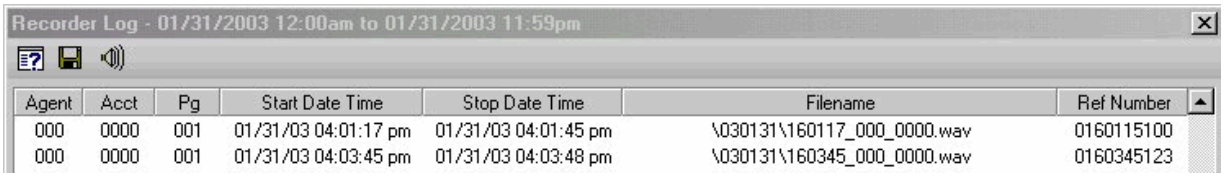


Recorder

Displays a complete list of voice recordings for the current day, or another time frame that you designate in a query. To generate a Log:

1. Press LR on your keyboard. A log similar to the one below is displayed.
2. To close this window, click on the X in the upper right corner.

Key:



Recorder Log - 01/31/2003 12:00am to 01/31/2003 11:59pm

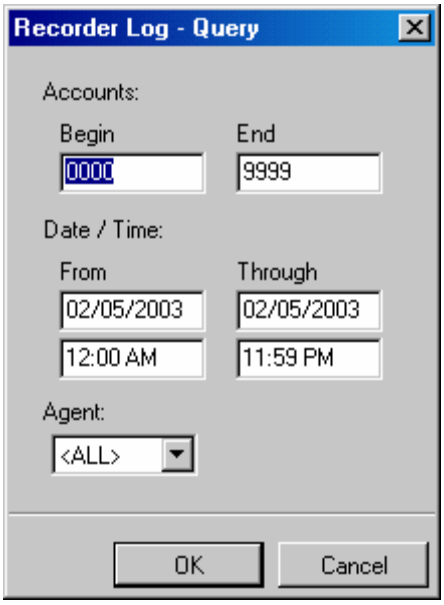
Agent	Acct	Pg	Start Date Time	Stop Date Time	Filename	Ref Number
000	0000	001	01/31/03 04:01:17 pm	01/31/03 04:01:45 pm	\030131\160117_000_0000.wav	0160115100
000	0000	001	01/31/03 04:03:45 pm	01/31/03 04:03:48 pm	\030131\160345_000_0000.wav	0160345123

Heading Descriptions

Agent	Operator's initials that took part in the voice recording.
Acct	The Account number the voice recording was for.
Pg	The page number within the account the voice recording was for.
Start Date Time	Time the recording started.
Stop Date Time	Time the recording ended.
Filename	The Location and file name of the file on the SwitchServer.
Ref Number	System generated number for the task.

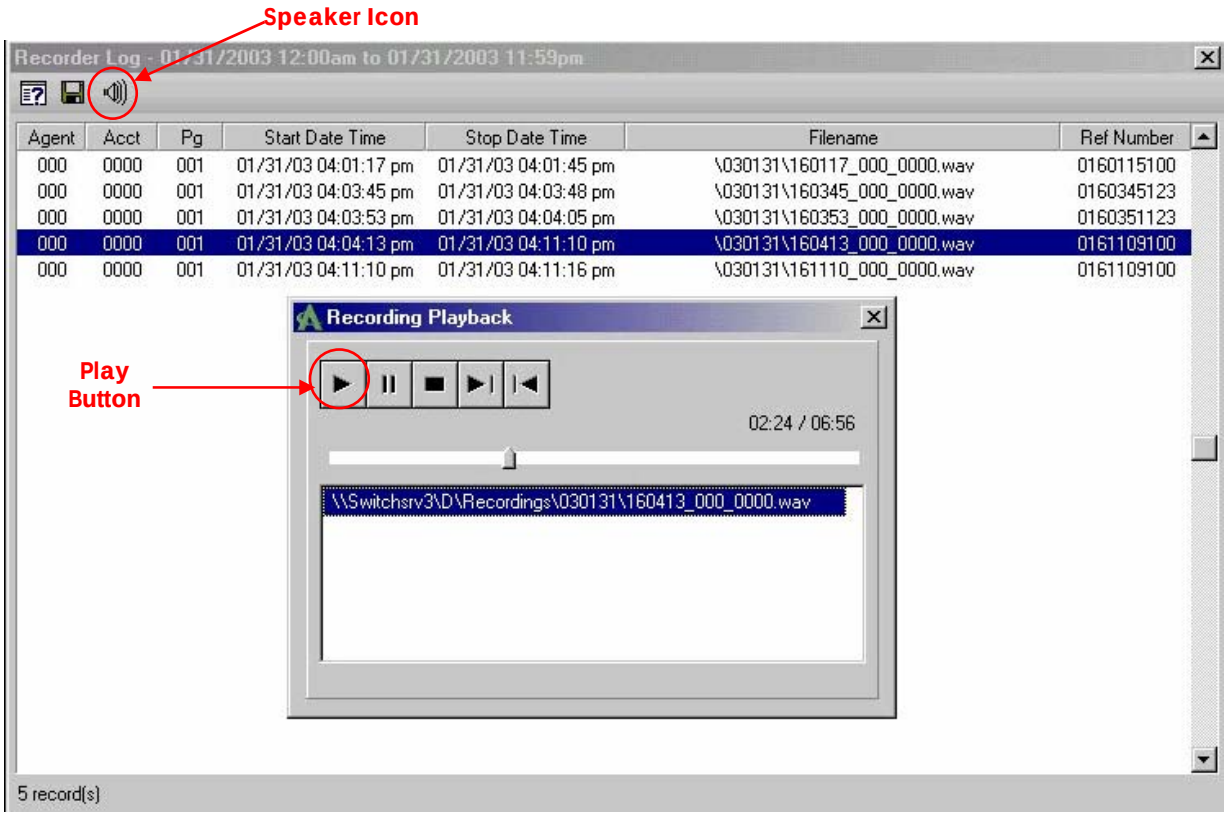
Querying a Recorder Log

1. Click on the Query icon located in the upper left corner of the Recorder Log window. Notice that defaults to "Today".
2. With your mouse, select Query… and the Recorder Log Query Window opens.
3. Enter the Account number or range you want to query.
4. Select the dates and times you want to query.
5. Use your up and down arrow keys to select the operator's initials you want to query on, or leave it on ALL to get a list of all operator's.
6. Press Enter on your keyboard or Click OK with your mouse.
7. When you are finished with the report, click on the X in the upper left corner to close.



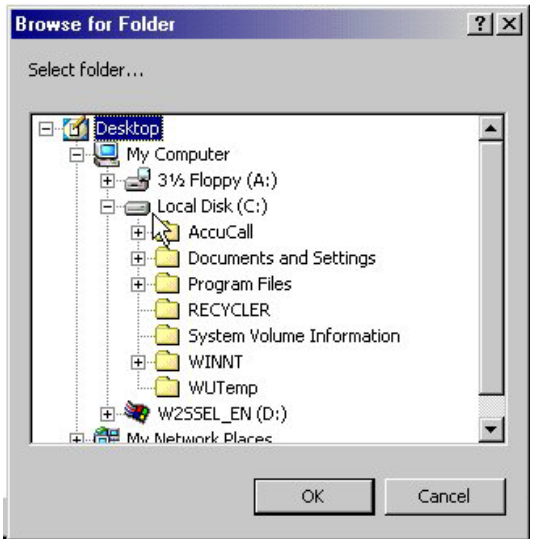
Listening to a Voice Recording

1. From your Recorder Log, highlight the voice recording you want and press the speaker icon, next to the save icon (double clicking does not work here).
2. A Media Player is displayed, Click on the Play button.



Saving a Voice Recording

1. From your Recorder Log, select the specific recording by using your up and down arrow keys or left clicking on it with your mouse.
2. Left Click on the Save Icon. You will be prompted with the following box.
3. Select the location you want to save the file in.
4. Click OK.



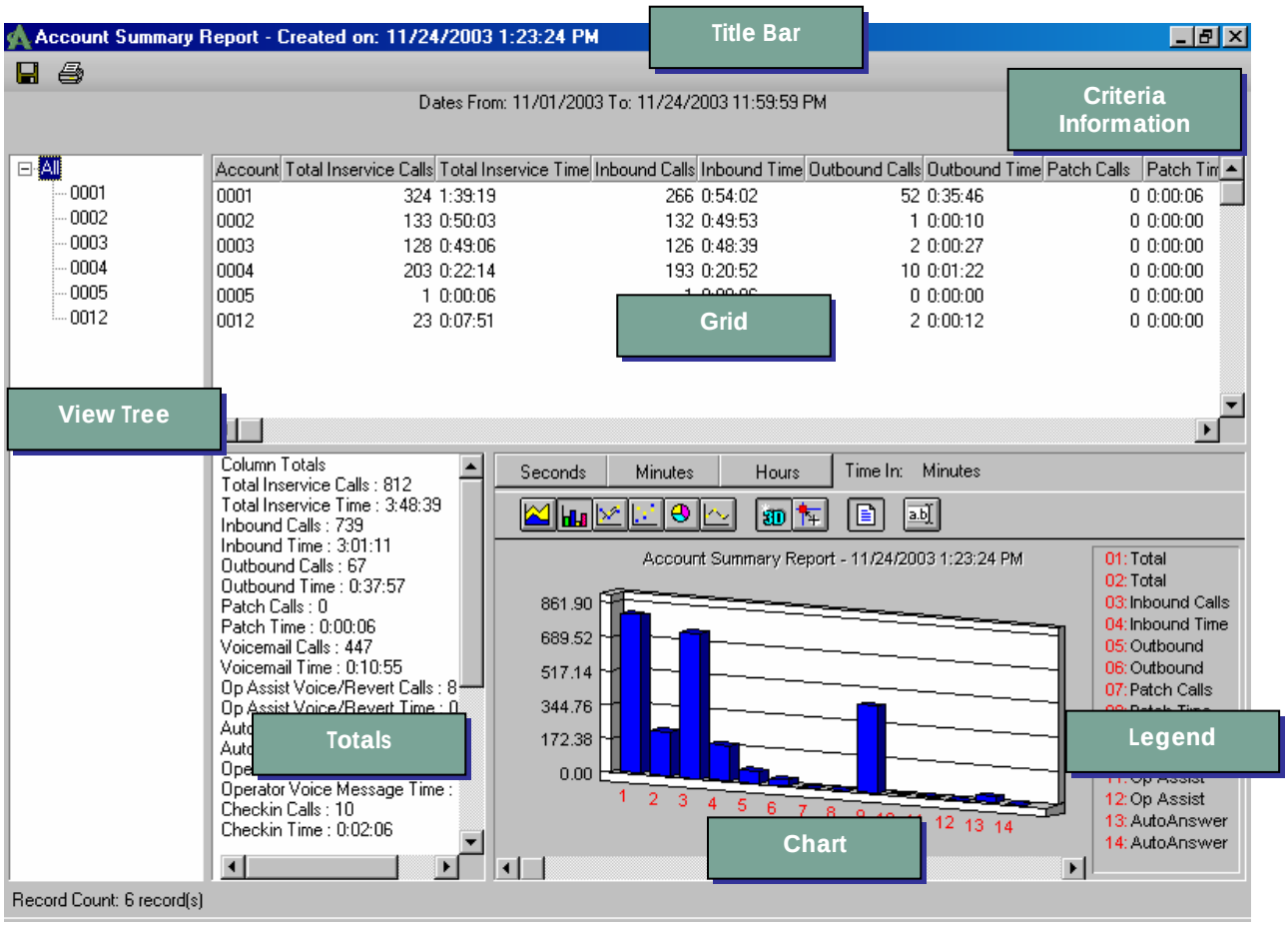
Note: *Your file will be saved with a .WAV extension. (A WAV file is a Windows Sound file)*

The Reports Menu gives you the ability to run reports on your operators as well as your accounts and system to show you statistically where you are.

NOTE: Please see Appendix B at the end of this manual for the old report details.

Report Display Area

This screen is the same for all reports what will change is the data depending on what report you have chosen. To fully understand all the sections of the Report Display Area, each section is described here in detail.



Report Display Area Descriptions

Title Bar
Displays the report name and the date and time it was generated.

Criteria Area
Displays what criteria you selected to generate the report.

View Tree
Expandable area showing your criteria selected. Clicking on the (+) sign next to a value will expand the account or agent and give you more detailed data.

Clicking on All will display ALL the data from the View Tree in your Grid area. If you click on an individual account, agent or date, the data you have highlighted will display in the Grid area as well as be reflected in the chart at the bottom of the screen.

Grid
Area that displays in column format the highlighted data contained in the View Tree in.

Totals
Displays the column totals by heading for the data displayed in the Grid.

Chart
A graphical presentation of the column totals from the Grid.

Legend
Area that describes the data displayed in the chart.

Icon Descriptions

Saves the current report as Comma Delimited text, Space Delimited, Formatted Text, Excel Spreadsheet and Anchor Billing.

Prints the report with a prompt to print the chart.

Resize Columns: Place in between two columns and drag to the left or to the right to resize.

Moves ***all*** available criteria to selected list*. (Described in detail in Selecting Criteria section of this document).*

Moves ***selected*** criteria in Criteria List to Selected List. *(Described in detail in Selecting Criteria section of this document).*

Moves ***selected*** criteria from the selected list back to criteria list*. (Described in detail in Selecting Criteria section of this document).*

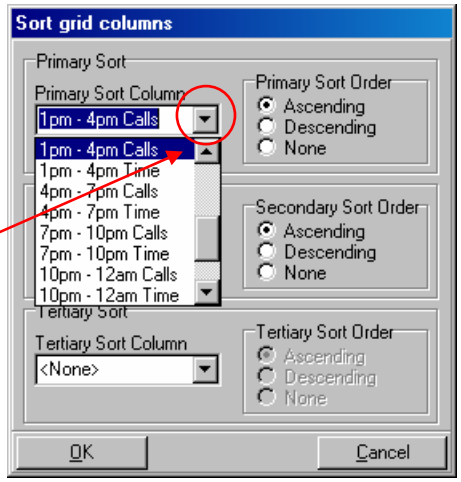
Moves ***all*** criteria from the selected list back to criteria list. *(Described in detail in Selecting Criteria section of this document).*

Features

Sorting Columns

Allows you to perform a tertiary (3 level) column sort of your grid. This feature will perform a sort on the data in the Grid as well as in the View Tree.

To sort columns:



1. Right click on the Grid and select Sort Order, you will be presented with the Sort Grid dialog box.
2. From the drop down menu, select the column order you want to sort by placing your mouse on the down arrow to get a list of your column headings or tab to the sort area and use your up and down arrows to scroll through the list of columns.
3. Select Ascending, Descending or None by placing your mouse in the radio button next to your desired choice.
4. Select OK.

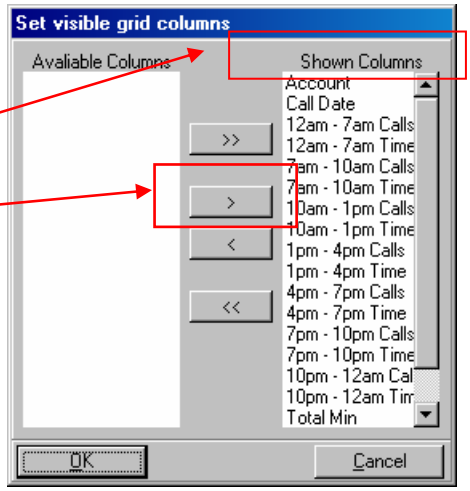
Adding or Removing Columns

Allows you to add or remove columns from the Grid.

To change your columns:

1. Right click on the Grid and select Column View, you will be presented with the Column View dialog box.

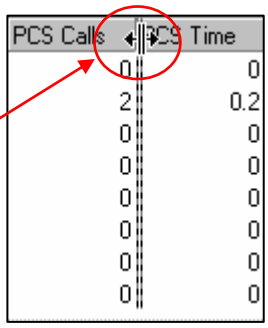
   When you first select this option, your Available Columns will be blank. By default, OnviCall displays ***all*** the columns for the report.



2. Left Click on the name of the column(s) you want to remove under the Shown Columns on the right.
3. Click on the left chevron < to move the column back to the Available Columns.
4. Click OK. Your column change will be reflected in the Grid.
5. To add Available Columns to Shown Columns simply highlight the desired column under Available Columns and click on the right chevron > to move the column under Shown Columns.
6. Click OK. Your column change will be reflected in the Grid.

Resizing Columns

Allows you to resize columns on the grid. To resize your column:



1. Place your mouse in between two columns and you will see the resize symbol.
2. Hold down your mouse button and drag to the left or to the right to resize.

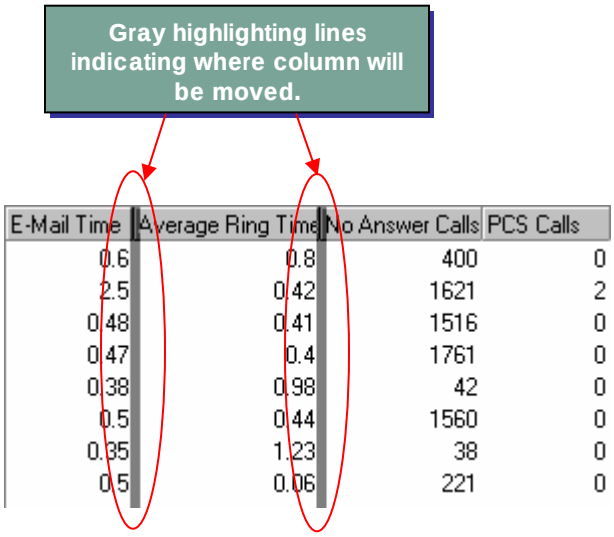
Moving Columns

OnviCall Manager gives you the flexibility to move your columns to view the report the way you need to.

1. Click on the column you want to move with your mouse.
2. Continue holding down your mouse button while moving the column to its new position. *(You will see two gray lines indicating where the column will be moved to.)*
3. Let go of your mouse button and the column will be moved to its new position.

Example: In the illustration below, we want to move 'PCS Calls' to where 'Average Ring Time' is. Note that 'PCS Calls' is not highlighted but the place we want to move it to is. When you let go of your mouse button, 'PCS Calls' moves into the spot where 'Average Ring Time' was and 'Average Ring Time' shifts to the right.

Note: The columns in the Grid area change but the Column Totals and the Chart will not reflect this movement.



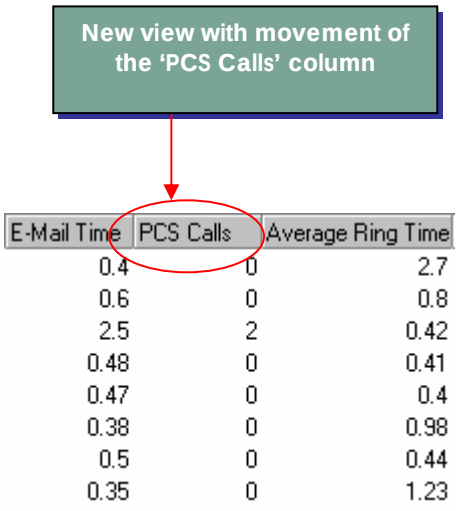


Chart Functions

Your data is also displayed in chart format. The data displayed in the chart is a cumulative total of the columns shown in the Grid. The following is an explanation of the chart layout and features.

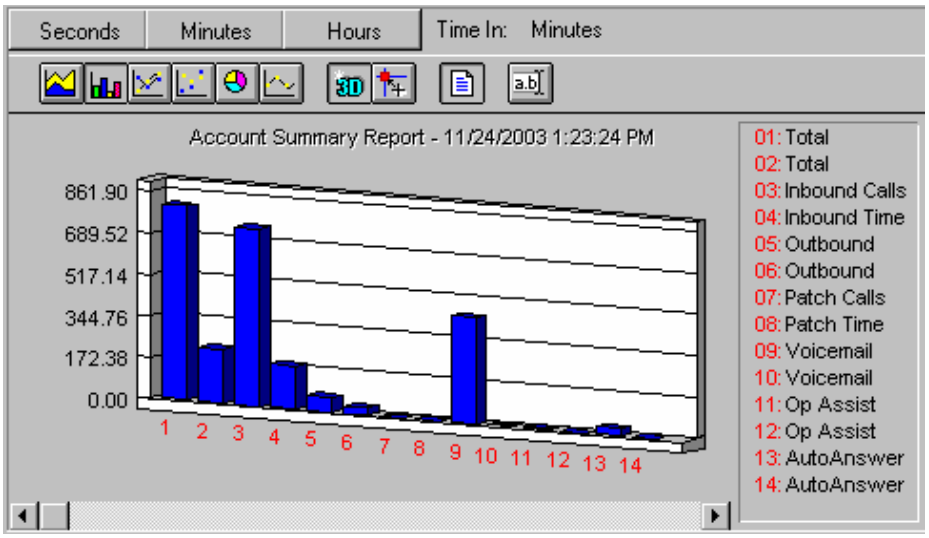


Chart Icon Descriptions

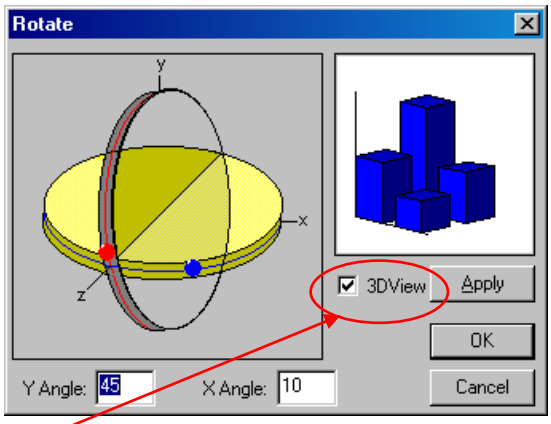
Seconds	Displays the chart in seconds.
Minutes	Displays the chart in minutes (default).
Hours	Displays the chart in hours.
	Displays the chart in an area chart format.
	Displays the chart in a horizontal bar format.
	Displays the chart in a bar chart format.
	Displays the chart in a line chart format.
	Displays the chart in a point chart format.
	Displays the chart in a pie chart format.
3D	Toggles the chart from 3D to non-3D display.
	Chart Rotate option dialog box.
	Toggles the chart legend on or off.
a.b	Opens the Edit Titles dialog box enabling you to add, remove or change chart titles.
	Scroll bar lets you know you have more data to view. Clicking on the bar will display more data.

Chart Rotate

This feature will allow you to rotate the X and Y-axis's of the chart. The X-axis is the bottom horizontal reference of the chart and the Y-axis is the vertical reference of the chart. This option is only available when you have the chart set to 3D and will not be available when the Pie Chart is selected.

To rotate the chart:

1. Click on the Chart Rotate Icon to open the options box. The blue circle represents the X-axis and the red circle represents the Y-axis.
2. Use your mouse to slide the circles to view the chart at the angle of your choice or enter the values in the Y and X angles.
3. Click Apply to view your chart before making your final changes.
4. Click OK when you are satisfied with the adjustments to the chart.

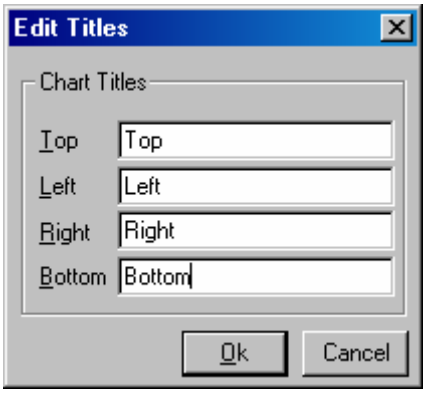


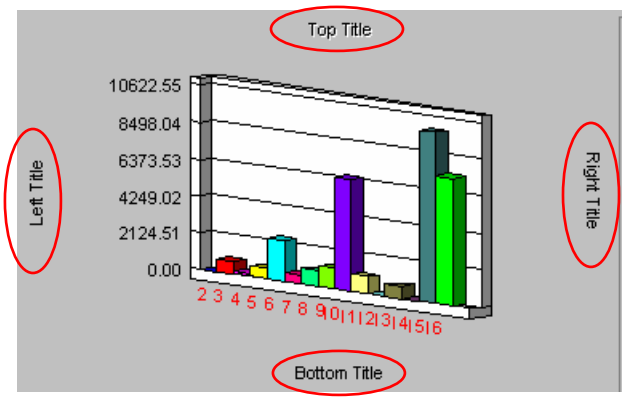
Note: Taking the check mark out of 3D View will still give you a 3 dimensional chart, but it will not allow you to rotate the chart.

Edit Titles

This feature will allow you to add titles to your chart. By default the title of the chart is the Report Name and the date and time you viewed it. To change your titles:

1. Click on the Edit Titles icon to open the options box. *(By default, the Top is populated with the report name).*
2. Enter your desired titles.
3. Click OK. Your chart will now reflect the titles you entered.

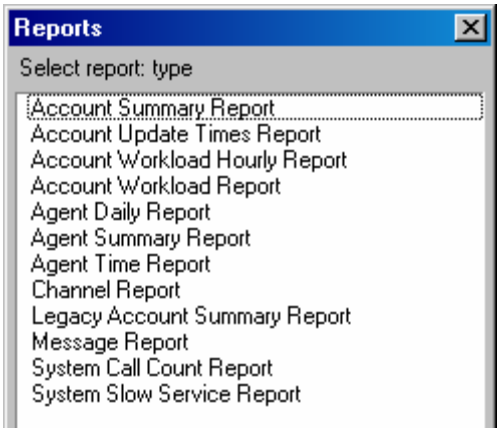




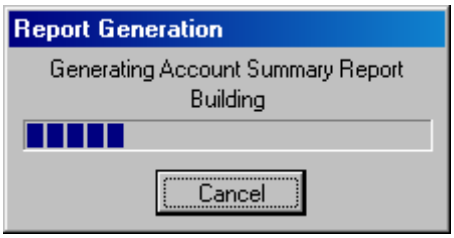
Generating Reports

To generate a report:

1. Select RG on your keyboard. You will be presented with a report selection box.



2. With your mouse, select the report you want to generate.
3. Press Enter on your keyboard or double left click to select the report.
4. Make your Date-Time selections.
5. Click on Next.
6. Select your Criteria.
7. Click on Finish. You will see the following screen indicating that the report is generating.



Viewing Reports

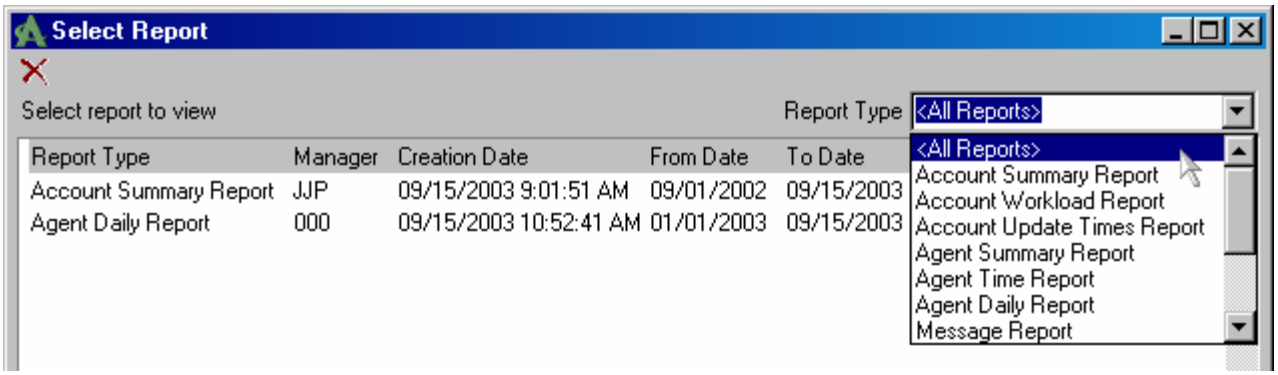
When you generate a report, OnviCall will remember the last criteria you selected and save the last view, allowing you to View the report again instead of having to regenerate it.

The View Screen displays the name of the report, the manager that generated it, the creation date and the criteria that went into building the report. The drop down box to the right of the View Screen gives you the flexibility to see All Reports or select a specific report.

To view a previously generated report:

1. Press RV on your keyboard.
2. Select the Report Type from the drop down box.

   Note: While you can select multiple reports from the list, OnviCall will only open the first highlighted report.



3. With your mouse, select the report you want to view.
4. Press Enter on your keyboard or double left click to view the report.

Deleting Reports

To delete a previously generated report:

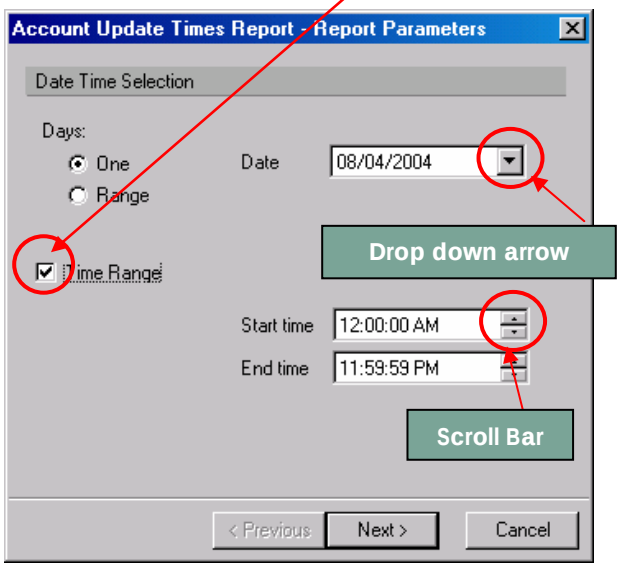
1. Press RV on your keyboard.
2. Highlight the report you want to delete *(you can use Ctrl Clicking here to highlight multiple reports).*
3. Press the icon or press the 'Delete' key on your keyboard.

Selecting Your Date and Time Range

After you select what report you want to generate, you will be presented with a Date-Time Selection box. To select your date and time:

1. Select One Day or Range of Days by placing your mouse on the radio button next to your choice.
2. Select your date by changing it with your keyboard or click on the drop down arrow to expose a calendar.

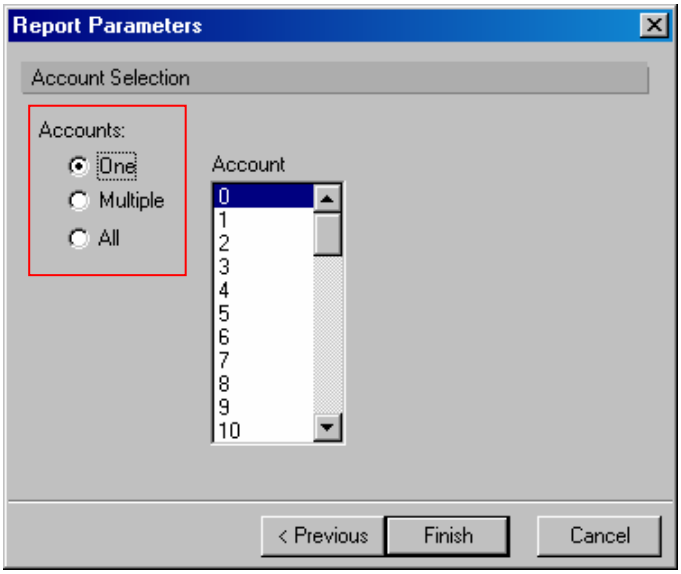
3. Put a check mark in the white box next to Include "Time Range" to make the area available and select your time preference by placing your mouse on the radio button next to that option. Then enter the numbers with your keyboard or using the scroll bars to the side of the time.



4. Select Next.

Selecting Your Criteria for Account and Agent Reports

After you select the date-time range for your reports, you will be presented with a selection box asking you what information you would like to view. This window is broken down into two sections.



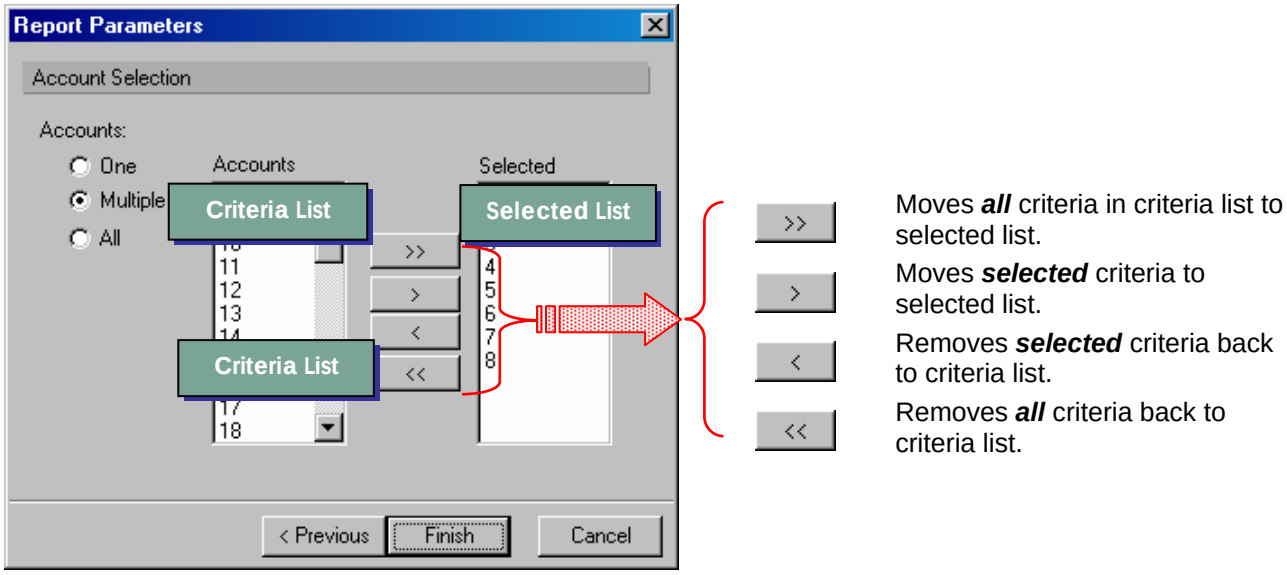
The left half asks you if you would like to view one account or agent, multiple or all. Using your mouse, select the option you want by clicking in the white circle (radio button).

Selecting One

When you select one, you will be presented with a single selection box as shown here. To select your criteria, tab to the box and use your up and down arrows to select your desired criteria or use your mouse and left click once to highlight it.

Selecting Multiple

If you select multiple you will be presented with slightly different box. The multiple selection box now has two windows. The left side of the criteria shows you what information is available for you to query on, while the right side shows you what criteria you have selected for your report. Once you select criteria from the criteria list, it moves it to the selected list. In this example we have selected to view accounts 1-8, and that criteria is no longer available from the criteria list. The following diagram is offers an explanation of the parameter box.



Selecting Multiple Criteria

To add more than one item to from the Criteria list to the Selected list:

1. Choose the Multiple option by clicking in the white circle (radio button) to select it.
2. Highlight your criteria using one of the following highlighting techniques below.
3. Click on Finish and your report will be generated.

Highlighting techniques

Shift-Click

Select a list item and then hold your shift key down and click on another list item, you will automatically select all of the items between the first item you clicked and the item that you shift-clicked.

Ctrl-Click

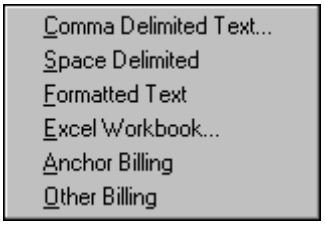
Select a list item and then hold down CTRL and select the other rows or columns.

Click-Drag

Select a list item and while holding down your mouse button, drag your mouse down over the items you want to highlight.

Saving a Report to a File

Each report gives you five options when saving, Comma Delimited Text, Formatted Text and Excel Worksheet.



Comma Delimited Text

Saves your report as a Text file (.TXT) with commas separating each column.

Space Delimited

Saves your report as a Text file (.TXT) with blank spaces separating each column.

Formatted Text

Saves your report with a .REP extension. This will be saved as a text file.

Excel Workbook

Saves your report as an Excel file (.XLS) for easy opening into Microsoft Excel.
Note: *You must have Microsoft Excel installed on your computer in order to open this file.*

Anchor Billing

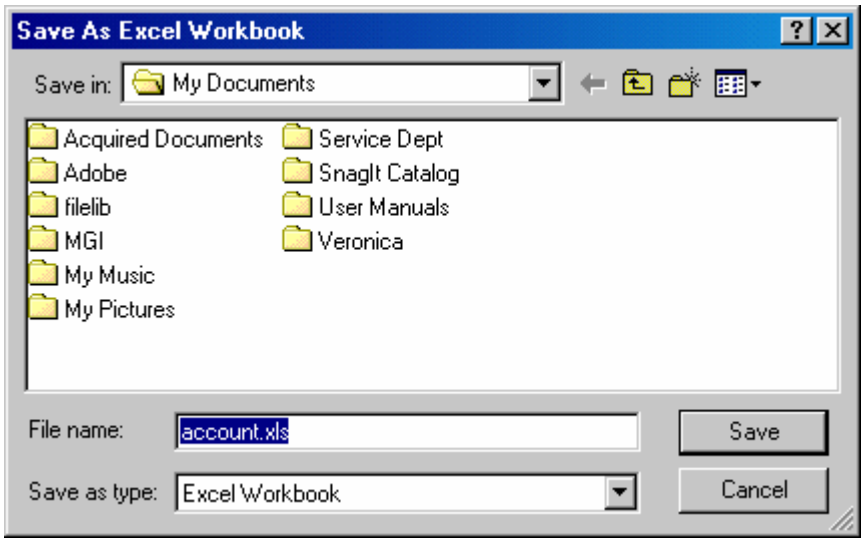
Saves your report with a .REP extension so it can be imported into your Anchor Billing software.

Other Billing

Designed for customers that use the TAS billing software, this report is saved as a comma delimited text file (.TXT) and is calculated in minutes rather than hours, minutes and seconds.

Saving the Output

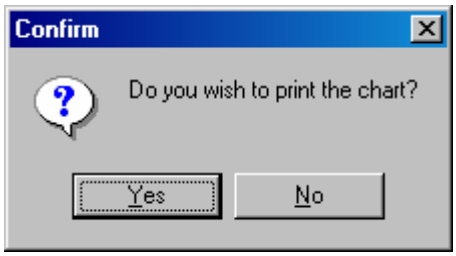
1. Click on the Save Icon.
2. Choose your desired format.
3. A window comes up asking you what you want to call the file and where you want to save it.



4. Name the file and select a destination on the hard drive or floppy disk (A:). *(The filename defaults to the Report Name plus the date you ran it. If your save option is comma delimited or formatted text, the filename will include the word comma or formatted.)*
5. Select Save.

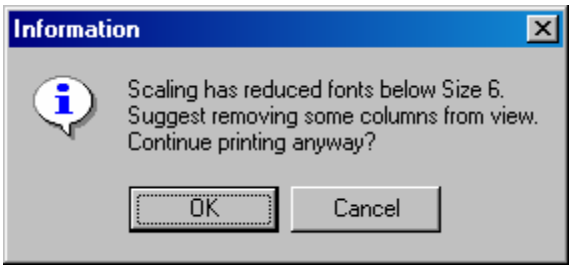
Printing a Report

1. Click on the Print Icon to bring up *your* Printer dialog box.
2. After you select print, you will be prompted with a dialog box asking you if you want to print the chart, select yes or no.



Installation and support of printers are the Users responsibility. Please follow your Printers guidelines when printing from OnviCall.

Note: If you are printing a large report, you will receive the following message prompt. To go back to the chart and remove columns or resize, press Cancel. To proceed without changing column sizes, press OK.



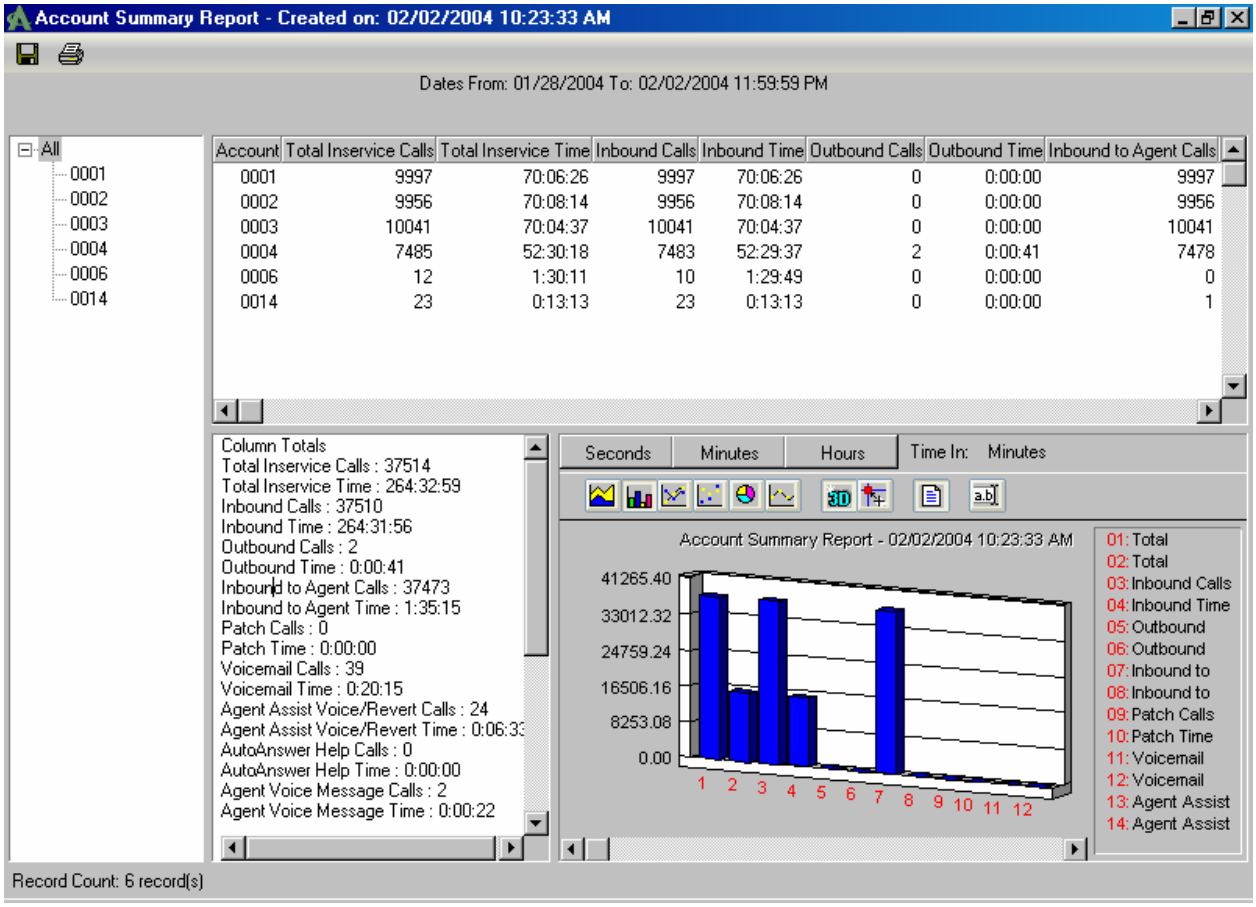
Report Descriptions

Account Summary

This report gives you a complete synopsis of your call handling and activities for selected accounts. To generate this report:

1. Press RG on your keyboard and select the Account Summary report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.

Note: This is a very large report. Please change your paper size to 8 ½ x 14" landscape to view the report at full size or you will receive a prompt indicating that the text will be very small unless you resize or remove columns.



Heading Descriptions

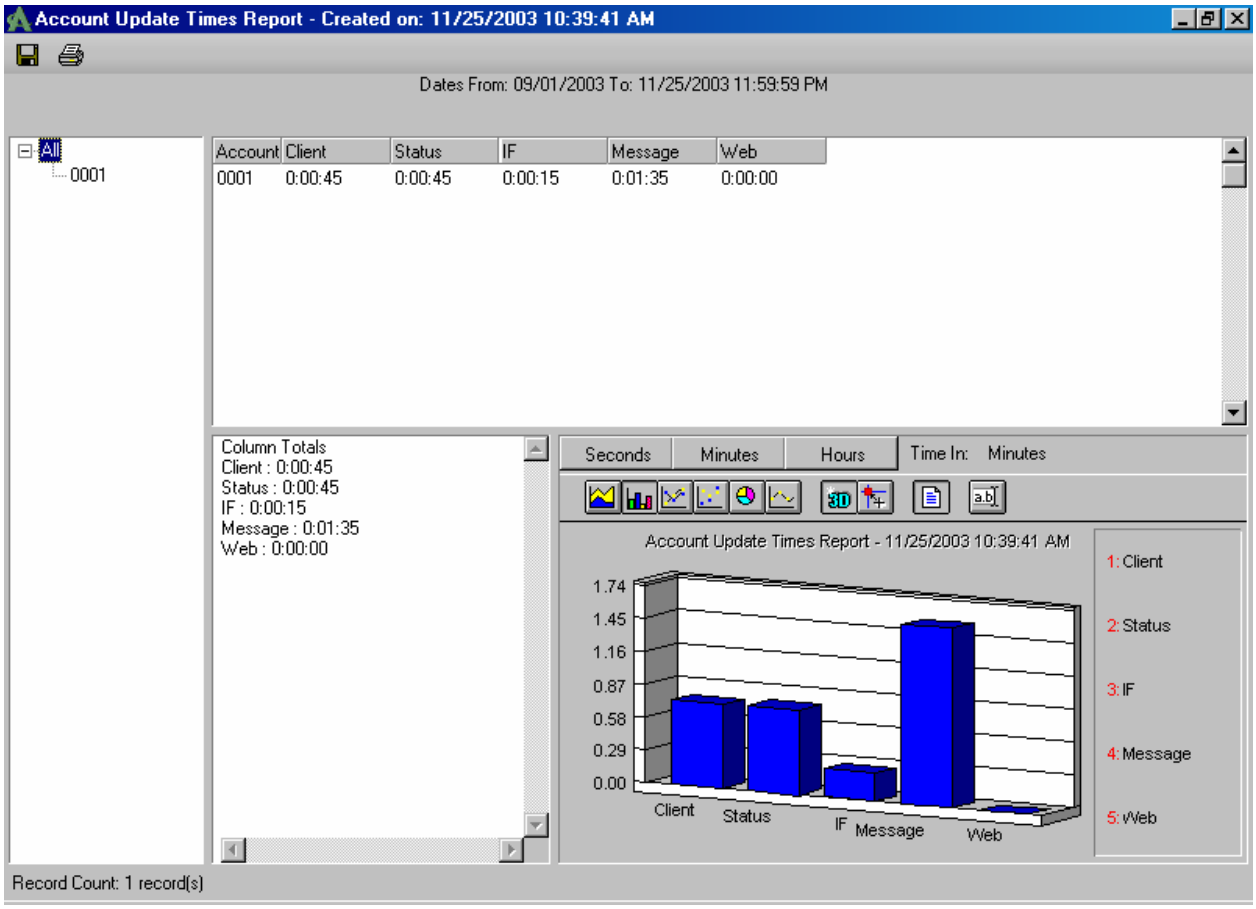
Account	The account the data is compiled for.
Total Inservice Calls	Total number of calls that came in or went out for an Inservice account.
Total Inservice Time	Total time for Inservice calls including voice mail time, hold time, ring time, and patch time, displayed in hours, minutes and seconds.
Inbound Calls	Total number of Inbound calls that came into the system for an account.
Inbound Time	From start time to stop time, this is the combined time for inbound calls into the system including, voice mail, check-in calls, no answer calls and auto answer, displayed in hours, minutes and seconds.
Outbound Calls	Total number of all Outbound system calls not including dispatch calls.
Outbound Time	From start time to stop time, this is the combined time for outbound calls into the system including, voice mail, check-in calls, no answer calls and auto answer, displayed in hours, minutes and seconds.
Inbound to Agent Calls	Total number of calls that were answered by an Agent.
Inbound to Agent Time	Total talk time for calls that were answered by an Agent.
Patch Calls	Total number of patched calls for the account.
Patch Time	Total time for patched calls, displayed in hours, minutes and seconds.
Voicemail Calls	All calls that went into voicemail. This includes agent reverts, voice mail auto answer, immediate records and dial voice.
Voicemail Time	Total time for calls that went into voicemail, displayed in hours, minutes and seconds. If the call was a revert, voicemail talk times are included. If the call was a voicemail auto answer, this includes talk times.
Agent Voice/Revert Calls	Total voicemail calls that came back to an agent not including patches.
Agent Voice/Revert Time	Total talk time for voicemail calls that came back to an agent not including patches, displayed in hours, minutes and seconds.

Auto Answer Help Calls	Total number of calls that went into a generic auto answer or a voicemail auto answer and came back to an agent as a help call.
Auto Answer Help Time	Total talk time for calls that went into a generic auto answer or a voicemail auto answer and came back to an agent as a help call.
Agent Voice Message Calls	Total for Immediate Records and Dial Voice calls from an Agent.
Agent Voice Message Time	Total time for Immediate Records and Dial Voice calls from an Agent, displayed in hours, minutes and seconds.
Checkin Calls	All calls made to voicemail by a customer using the Checkin Line.
Checkin Time	Total talk time to an agent by a customer using the Checkin Line, displayed in hours, minutes and seconds.
Alpha Calls	Total number of messages that were delivered via Alpha pager for the account.
Alpha Time	Total time it took to deliver alpha pager messages, displayed in hours, minutes and seconds.
Digital Calls	Total number of digital pages that were sent for the account.
Digital Time	Total time it took to send digital pages, displayed in hours, minutes and seconds.
Fax Calls	Total number of messages that were delivered via Fax for the account.
Fax Time	Total time it took to deliver Fax messages, displayed in hours, minutes and seconds.
Email Sends	Total number of messages that were delivered via email for the account.
PCS Sends	Total number of messages that were delivered via PCS pager for the account.
No Answer Calls	The total number of calls that came into an agent's station that were not answered (does not include check-ins).
Average Ring Time	The average inbound ring time of a call, displayed in hours, minutes and seconds.
Average Hold Time	The average inbound time for a call placed on hold, displayed in hours, minutes and seconds.
Average Talk Time	The average talk time by an agent for inbound calls, displayed in hours, minutes and seconds.

Account Update Times

This report displays in hours, minutes and seconds the amount of time it took an agent to perform Updates to the Client, Status, If, Message and Web windows. To generate this report:

1. Press RG on your keyboard and select the Account Update Times report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.



Heading Descriptions

Account	The account the data is compiled for.
Client	Displays in hours, minutes and seconds the amount of time it took an agent to update the Client window.
Status	Displays in hours, minutes and seconds the amount of time it took an agent to update the Status window.
IF	Displays in hours, minutes and seconds the amount of time it took an agent to update the IF window.
Message	Displays in hours, minutes and seconds the amount of time it took an agent to update Message window.
Web	Displays in hours, minutes and seconds the amount of time it took an agent to update Web window.

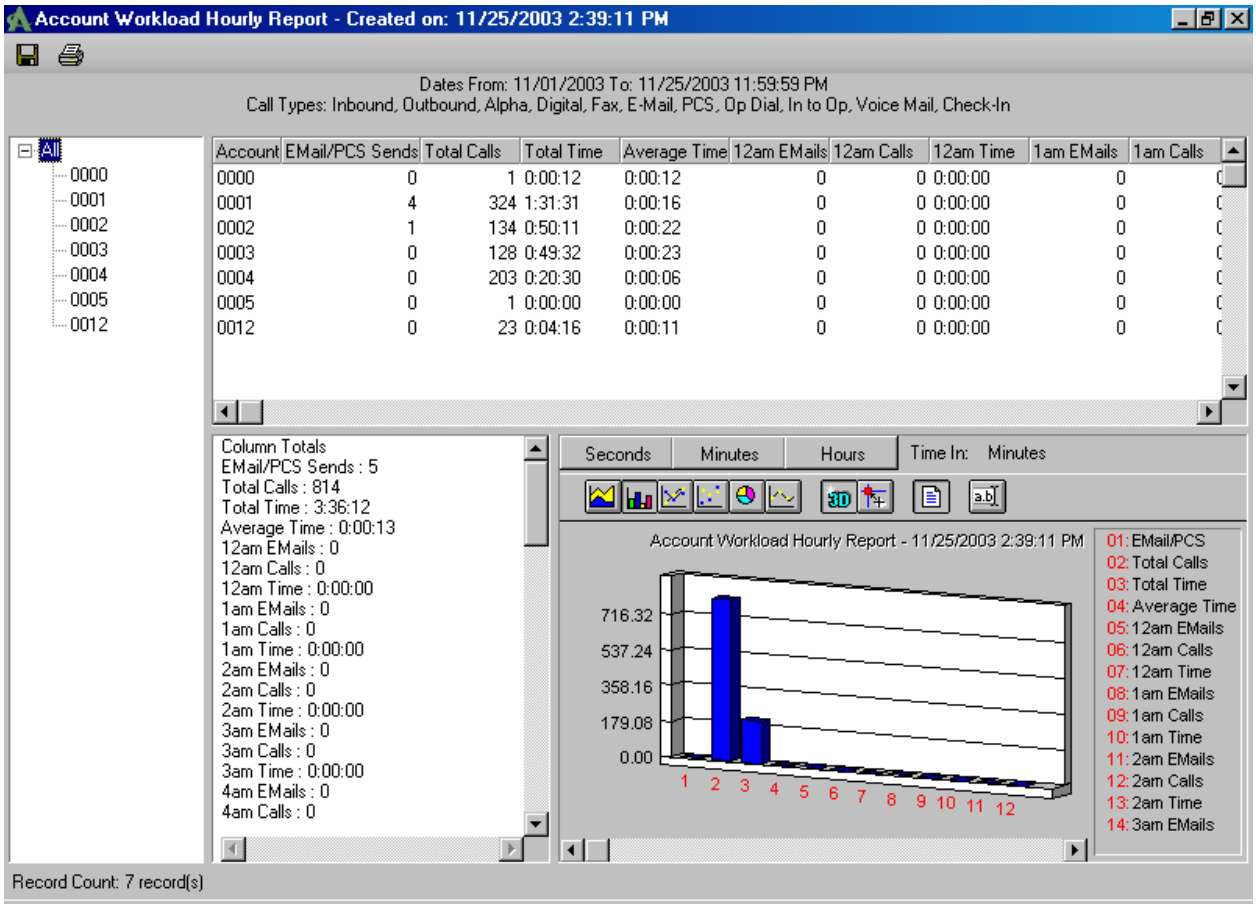
Account Workload Hourly

This report is just like the Account Workload report with the exception of displaying data hourly rather than in grouped time frames.

To generate this report:

1. Press RG on your keyboard and select the Account Workload Hourly report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Click Next.
6. Select the type of calls you want to include.
7. Select Finish.
8. When you are finished with the report, click on the X in the upper left corner to close.

Note: This is a very large report. Please change your paper size to 8 ½ x 14" landscape to view the report at full size or you will receive a prompt indicating that the text will be very small unless you resize or remove columns.



Heading Descriptions

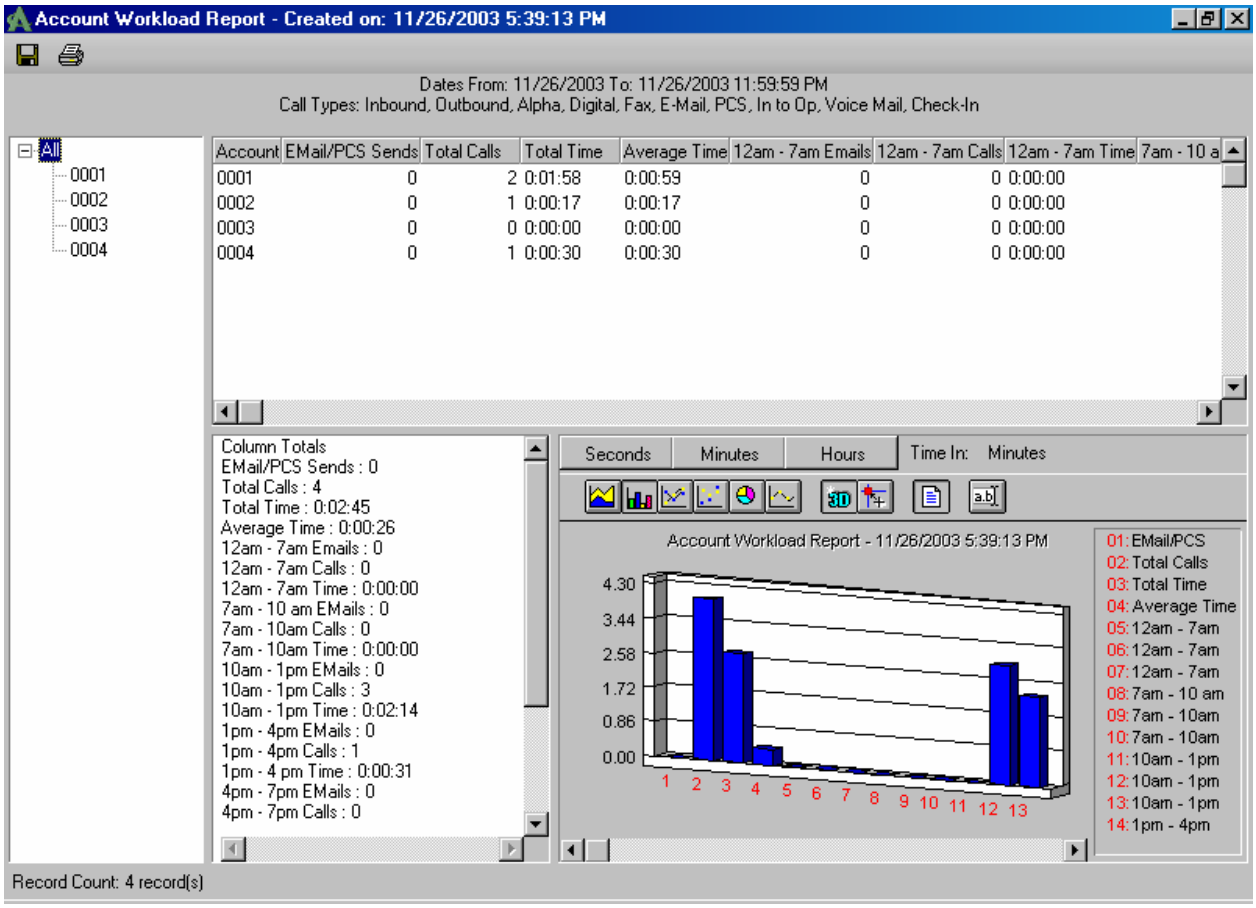
Account	The account the data is compiled for.
Email/PCS Sends	The amount of email/PCS sends for the selected time frame.
Total Calls	Displays total calls for all 24 time frames.
Total Time	Displays total hours, minutes and seconds of all 24 time frames.
Time Frame Emails	The amount of emails sent within the hourly time frame.
Time Frame (hourly)	There are 24 time frames listed horizontally across the top of the report, within each time frame 'Time' gives you the amount of hours, minutes and seconds the calls were within that time frame.
Time Frame Calls	Within a time frame, lists the amount of calls that came in for that hour.

Account Workload

This report lets you see what impact an account is having on your system resources. To generate this report:

1. Press RG on your keyboard and select the Account Workload report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Click Next.
6. Select the type of calls you want to include.
7. Select Finish.
8. When you are finished with the report, click on the X in the upper left corner to close.

Note: This is a very large report. Please change your paper size to 8 ½ x 14" landscape to view the report at full size or you will receive a prompt indicating that the text will be very small unless you resize or remove columns.



Heading Descriptions

Account	The account the data is compiled for.
Email/PCS Sends	The amount of email/PCS sends for the selected time frame.
Total Calls	Displays total calls for all 7 time frames.
Total Time	Displays total hours, minutes and seconds of all 7 time frames.
Time Frame Emails	The amount of emails sent within the listed time frame.
Time Frame Minutes	There are 7 time frames listed horizontally across the top of the report, within each time frame 'Time' gives you the amount of time the calls were within that time frame, displayed in hours, minutes and seconds.
Time Frame Calls	Within a time frame, lists the amount of calls that came in for that time frame.

Agent Daily

This report shows the total call activity by agent on a daily basis. To generate this report:

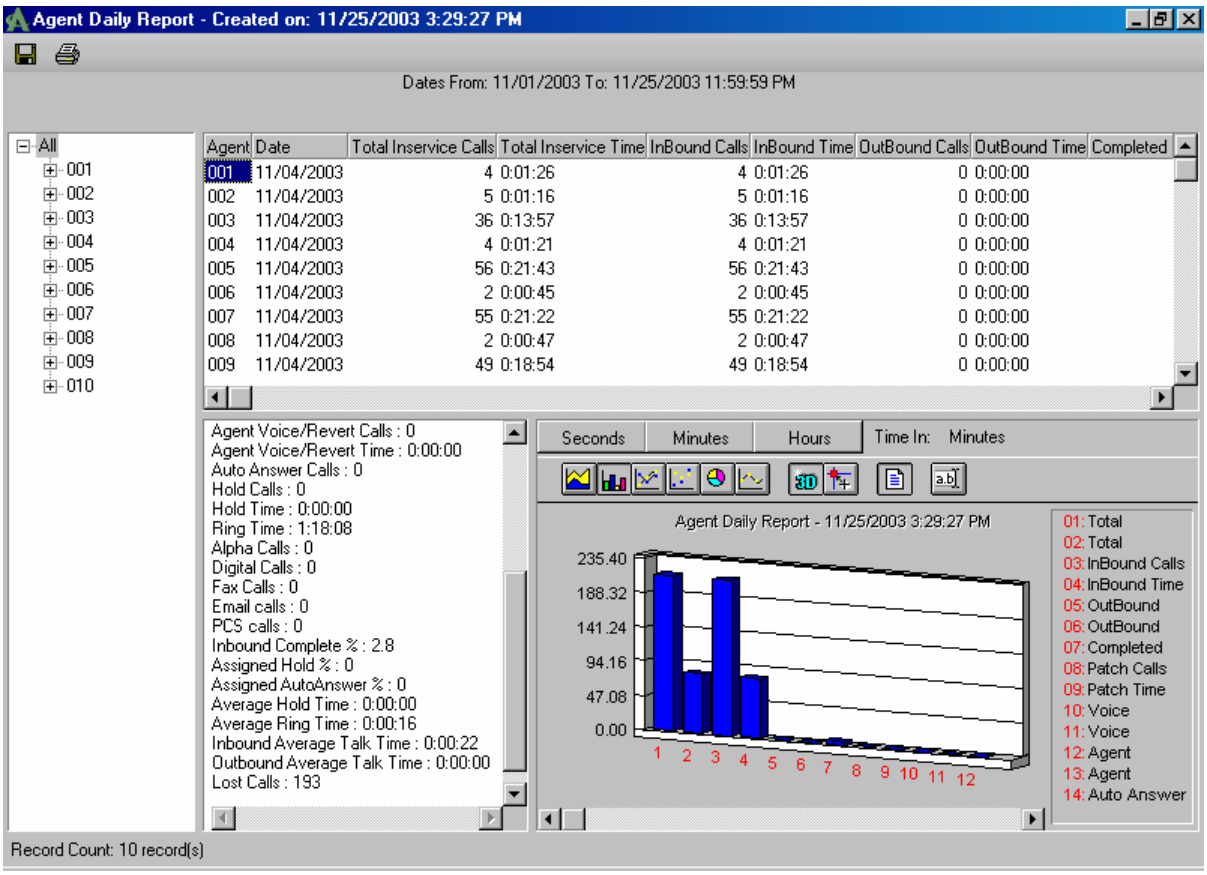
1. Press RG on your keyboard and select the Agent Daily report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the agents you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.

Note: This is a very large report. Please change your paper size to 8 ½ x 14" landscape to view the report at full size or you will receive a prompt indicating that the text will be very small unless you resize or remove columns.

If you selected **ALL** for your Agent criteria, your output could include 2 additional agents if you had calls that went into Voicemail, a Checkin Line or had Scheduled Dispatches.

--- will represent any call not answered by an operator (Voicemail and Checkin Line).

SCH will represents scheduled dispatches (Faxes and Emails).



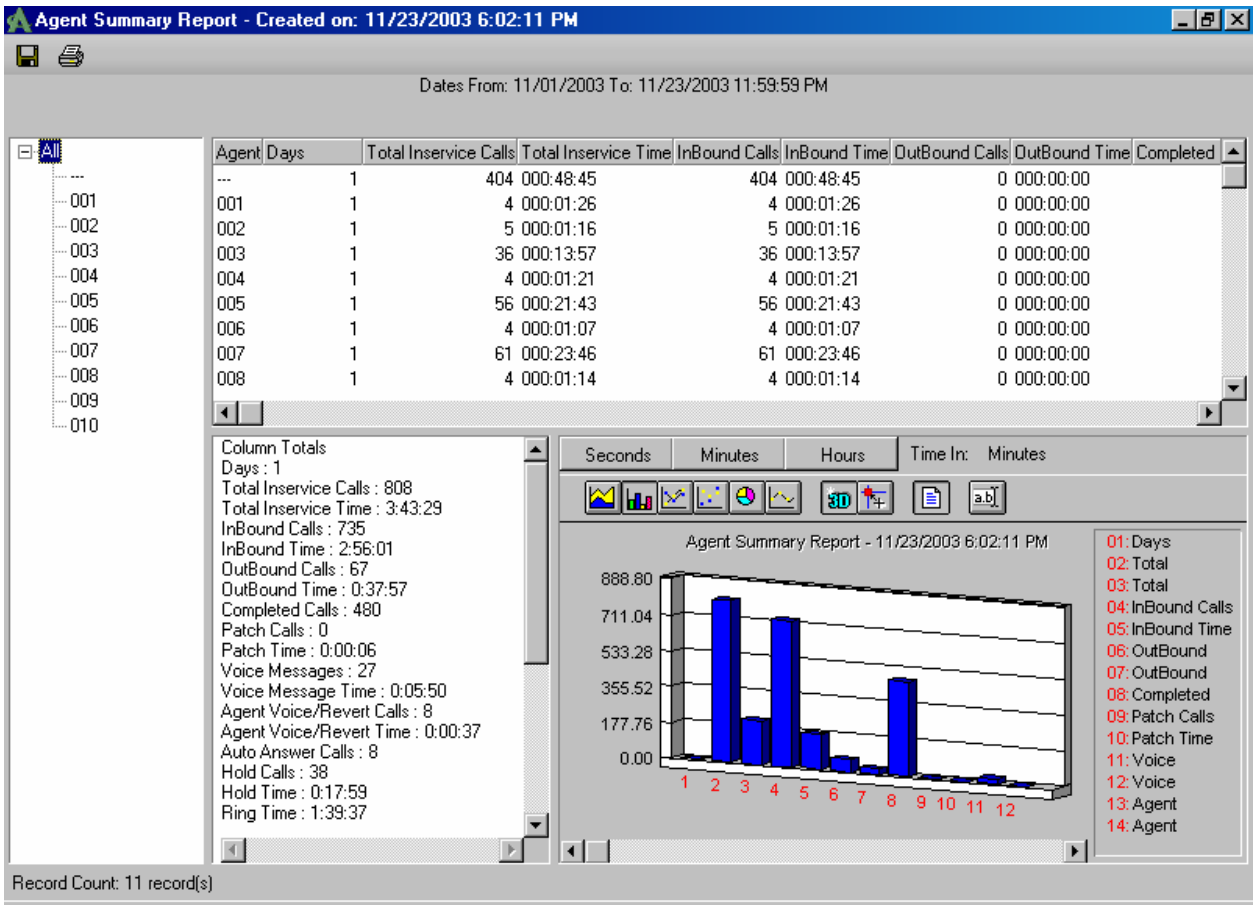
Agent Summary

This report has the same headings as the Agent Daily report but gives you a report by agent(s). The second column differs in that it represents the amount of days the agent was logged in taking calls during the requested query time rather than by date.

To generate this report:

1. Press RG on your keyboard and select the Agent Summary report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the agents you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.

If you selected **ALL** for your Agent criteria, your output will include 2 additional agents. **---** represents any call not answered by an operator (i.e. Voicemail and Auto Answer). **SCH** represents scheduled dispatches (Faxes and Emails).



Agent Daily and Summary Heading Descriptions

Agent	Displays the Agents login initials.
DAYS (Summary Only)	The amount of days the Agent was logged in taking calls during the requested query time.
DATE (Agent Daily)	Dates within the criteria range.
Total Inservice Calls	Total number of calls that came in for an In-Service account.
Total Inservice Time	Total time for In-Service calls that came into the system including, voice mail, check-in calls, no answer calls and auto answer, displayed in hours, minutes and seconds.
Inbound Calls	Total number of In-Bound calls that came into the system for an account.
Inbound Time	Total time for Inbound calls into the system including, voice mail, check-in calls, no answer calls and auto answer, displayed in hours, minutes and seconds.
Outbound Calls	Total number of outbound calls made by an agent.
Outbound Time	Total talk time for agent Outbound Calls, displayed in hours, minutes and seconds.
Patch Calls	Total number of patched calls for the selected time frame.
Patch Time	Total time for patched calls, displayed in hours, minutes and seconds.
Completed Calls	The number of calls assigned to an agent that were completed.
Voice Messages	Total number of voice recordings for the selected time frame.
Voice Message Time	Total talk time for voice recordings for selected time frame displayed in hours, minutes and seconds.
Agent Voice/Revert Calls	Total calls that went into voicemail then came back to the agent for assistance.
Agent Voice/Revert Time	Total talk time for calls that went into voicemail and came back to the agent for assistance, displayed in hours, minutes and seconds.
Auto Answer Calls	Total number of calls that were answered by Auto Answer to Voicemail and chose to speak to an agent.
Hold Calls	Total number of calls that were put on hold.
Hold Time	Total time calls spent on hold.
Ring Time	Total ring time for a call displayed in hours, minutes and seconds.
Alpha Calls	Total number of Alpha Page calls the agent initiated.
Digital Calls	Total number of digital pages that were sent for the account.

Agent Daily and Summary Heading Descriptions (Continued)

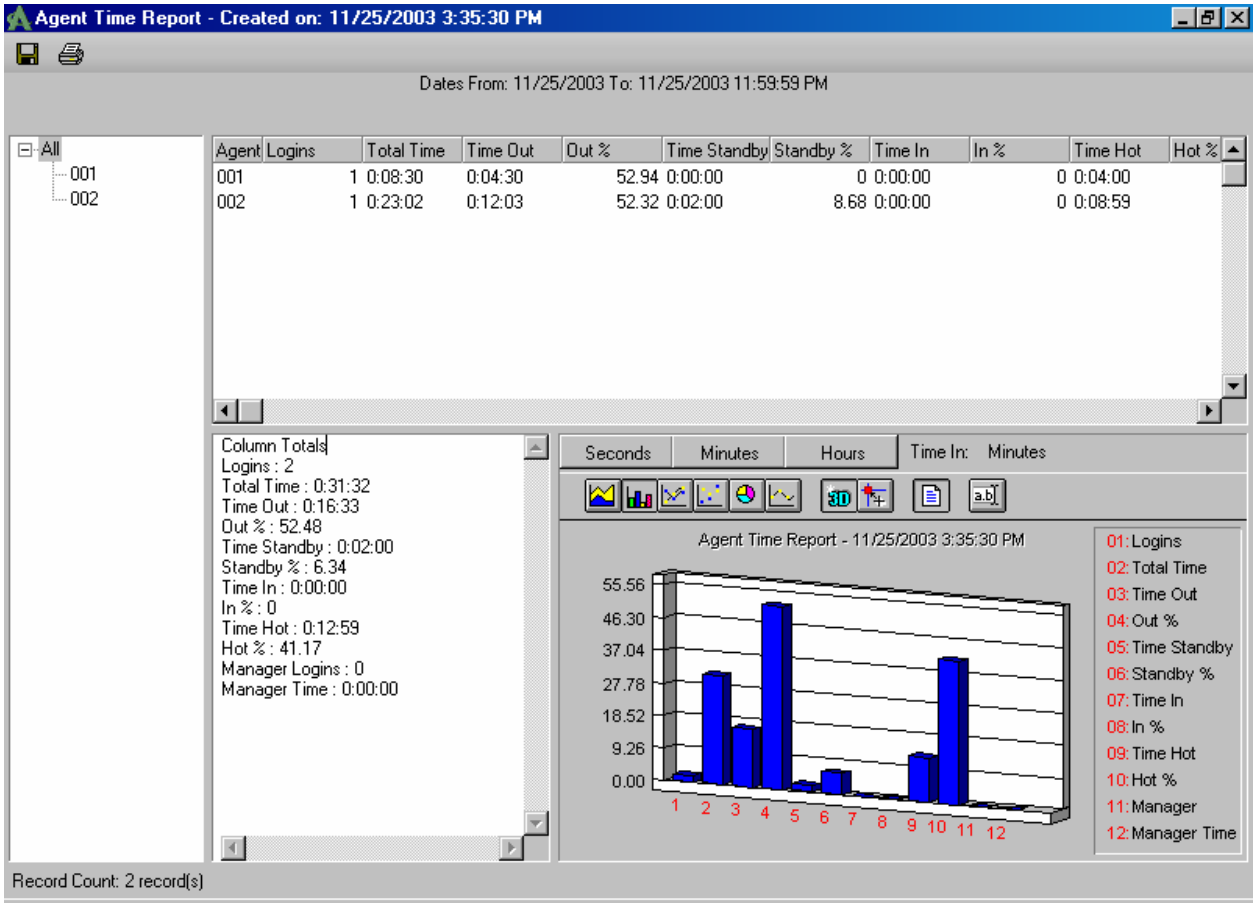
Fax Calls	Total number of Faxes the agent initiated.
Email Calls	Total number of email messages initiated by the agent.
PCS Calls	Total number of PCS messages initiated by the agent.
Inbound Complete %	Percent of Inbound calls assigned to an agent that were completed. If an agent completes another agents calls this number can be greater than 100%. The calculation is based upon the number of inbound completed calls divided by the amount of assigned calls.
Assigned Hold %	Percentage of calls assigned to an agent that were put on hold.
Assigned Auto-Answer %	Percentage of calls that were answered by Auto Answer then reverted to the agent.
Average Hold Time	Average time the agent had a call on hold, displayed in hours, minutes and seconds.
Average Ring Time	Average time a call rang before being picked up by the agent, displayed in hours, minutes and seconds.
Inbound Average Talk Time	Average time the agent was on an inbound call, displayed in hours, minutes and seconds.
Outbound Average Talk Time	Average time the agent was on an outbound call, displayed in hours, minutes and seconds.
Lost Calls	Number of calls assigned to an agent that were never answered (includes early hang up).

Agent Time

This report shows agent rotation activity and total logged time for a given time frame. To generate this report:

1. Press RG on your keyboard and select the Agent Time report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the agents you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.

If you selected **ALL** for your Agent criteria, your output will include 2 additional agents. **---** represents any call not answered by an operator (i.e. Voicemail and Auto Answer). **SCH** represents scheduled dispatches (Faxes and Emails).



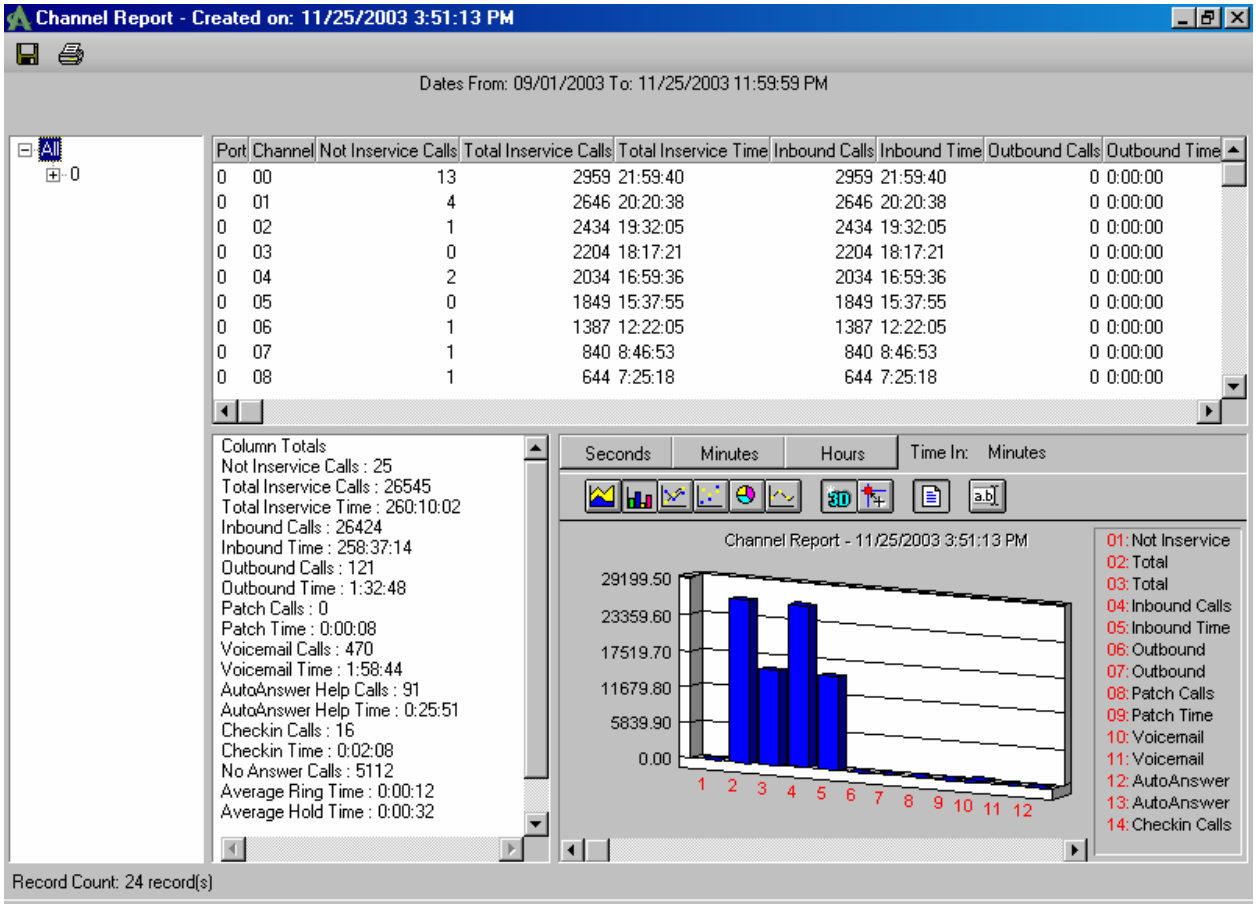
Heading Descriptions

Agent	Agent login initials.
Logins	Number of logins for the period of time requested in the query.
Total Time	Total time logged into the OnviCall Operator program within the requested query dates.
Time Out	Actual time out of rotation displayed in hours, minutes and seconds.
Out %	Percentage of time “Out" of rotation.
Time Standby	Actual time in a Standby status displayed in hours, minutes and seconds.
Standby %	Percentage of time in Standby rotation.
Time In	Actual time in rotation displayed in hours, minutes and seconds.
In %	Percentage of time in an “In” rotation.
Time Hot	Actual time in a Hot rotation displayed in hours, minutes and seconds.
Hot %	Percentage of time in Hot rotation.
Manager Logins	How many times the agent logged in to the Manager program.
Manager Time	Total time the Agent spent in the Manager program displayed in hours, minutes and seconds.

Channel Report

The Channel Report gives you Information about system traffic across the T1 or PRI.

1. Press RG on your keyboard and select the Channel report from the selection list.
2. Select your date and time range.
3. Select Finish.
4. When you are finished with the report, click on the X in the upper left corner to close.



Heading Descriptions

Port	The actual line that plugs into the server.
Channel	The voice channel that comes across the port.
Not Inservice Calls	Calls that came into the system and were not serviced.
Total Inservice Calls	Total number of calls that came in for the account.
Total Inservice Time	Total talk time for in service calls, displayed in hours, minutes and seconds.
Inbound Calls	Total number of calls that came into an agents station for an account.
Inbound Time	Total talk time for Agent Inbound Calls, displayed in hours, minutes and seconds.
Outbound Calls	Total number of calls an agent dialed out for an account.
Outbound Time	Total time for Agent Dial Call, displayed in hours, minutes and seconds.
Patch Calls	Total number of patched calls for the account.
Patch Time	Total time for patched calls, displayed in hours, minutes and seconds.
Voicemail Calls	All calls that went into voicemail including agent reverts.
Voicemail Time	Total time for calls that went into voicemail, displayed in hours, minutes and seconds.
Auto Answer Help Calls	Total number of calls that were answered by Auto Answer to Voicemail and chose to speak to an agent.
Auto Answer Help Time	Total talk time for calls that were answered by Auto Answer to Voicemail and chose to speak to an agent displayed in hours, minutes and seconds.
Checkin Calls	All calls made to voicemail by an agent or customer using the Check-In Line.
Checkin Time	Total time for calls made to voicemail by an agent or customer using the Check-In Line, displayed in hours, minutes and seconds.

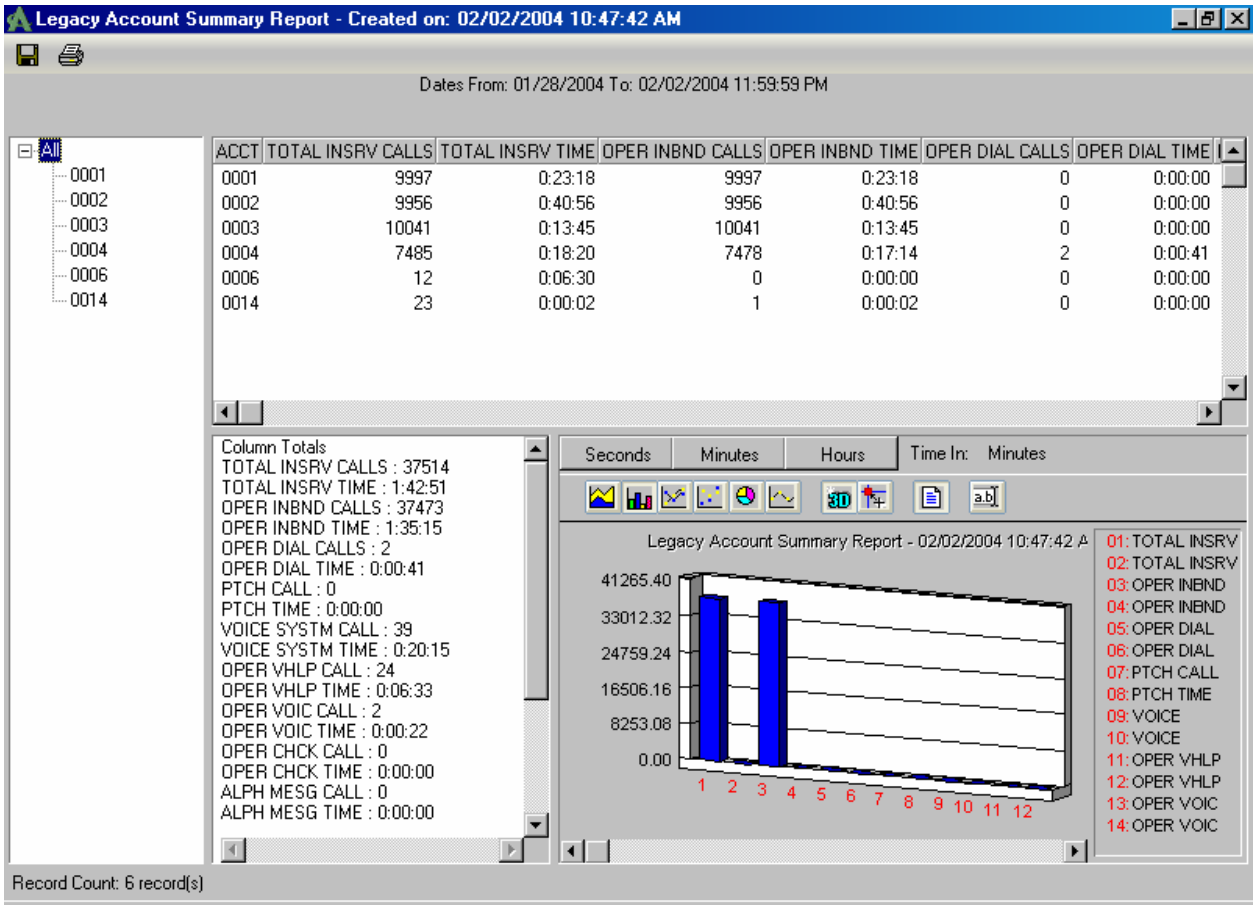
Heading Descriptions (Continued)

No Answer Calls	The total number of calls that came into an agents station that were not answered.
Average Ring Time	The average ring time of a call, displayed in hours, minutes and seconds.
Average Hold Time	The average time for a call placed on hold, displayed in hours, minutes and seconds.
Average Talk Time	The average talk time by an agent for inbound calls, displayed in hours, minutes and seconds.

Legacy Account Summary Report

This report is based on the old version of the Account Summary Report with matching headings and calculations. This report is calculated in total minutes rather than hours, minutes and seconds. To generate this report:

1. Press RG on your keyboard and select the Legacy Account Summary report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Click Next.
6. Select Finish.
7. When you are finished with the report, click on the X in the upper left corner to close.



Heading Descriptions

TOTAL INSRV CALLS	Total number of calls that came in or went out for the account.
TOTAL INSRV TIME	Total talk time for in service calls, displayed in minutes.
OPER INBND CALLS	Total number of calls that came into an operator's station for an account.
OPER INBND TIME	Total talk time for Operator Inbound Calls, displayed in minutes.
OPER DIAL CALL	Total number of calls an operator dialed out for an account.
OPER DIAL TIME	Total talk time for Operator Dial Call, displayed in minutes.
PTCH CALL	Total number of patched calls for the account.
PTCH TIME	Total time for patched calls, displayed in minutes.
VOICE SYSTM CALLS	All calls that went into voicemail including operator reverts, immediate records and dial voice.
VOICE SYSTM TIME	Total time for calls that went into voicemail, displayed in minutes.
OPER VHLP CALL	All operator assisted voicemail. Includes voicemail patches and voicemail call screening and operator reverts. *If Voicemail revert, this reflects voicemail time and talk time after revert.
OPER VHLP TIME	Total time for operator assisted voicemail, displayed in minutes.
OPER VOIC CALL	All dial voice and immediate record calls.
OPER VOIC TIME	Total time for dial voice and immediate record calls.
OPER CHCK CALL	Calls that came into the checkin line.
OPER CHCK TIME	Total time for calls that came into the checkin line, displayed in minutes.
ALPH MESG CALL	Total number of messages that were delivered via Alpha pager for the account.
ALPH MESG TIME	Total time it took to deliver alpha pager messages, displayed in minutes.

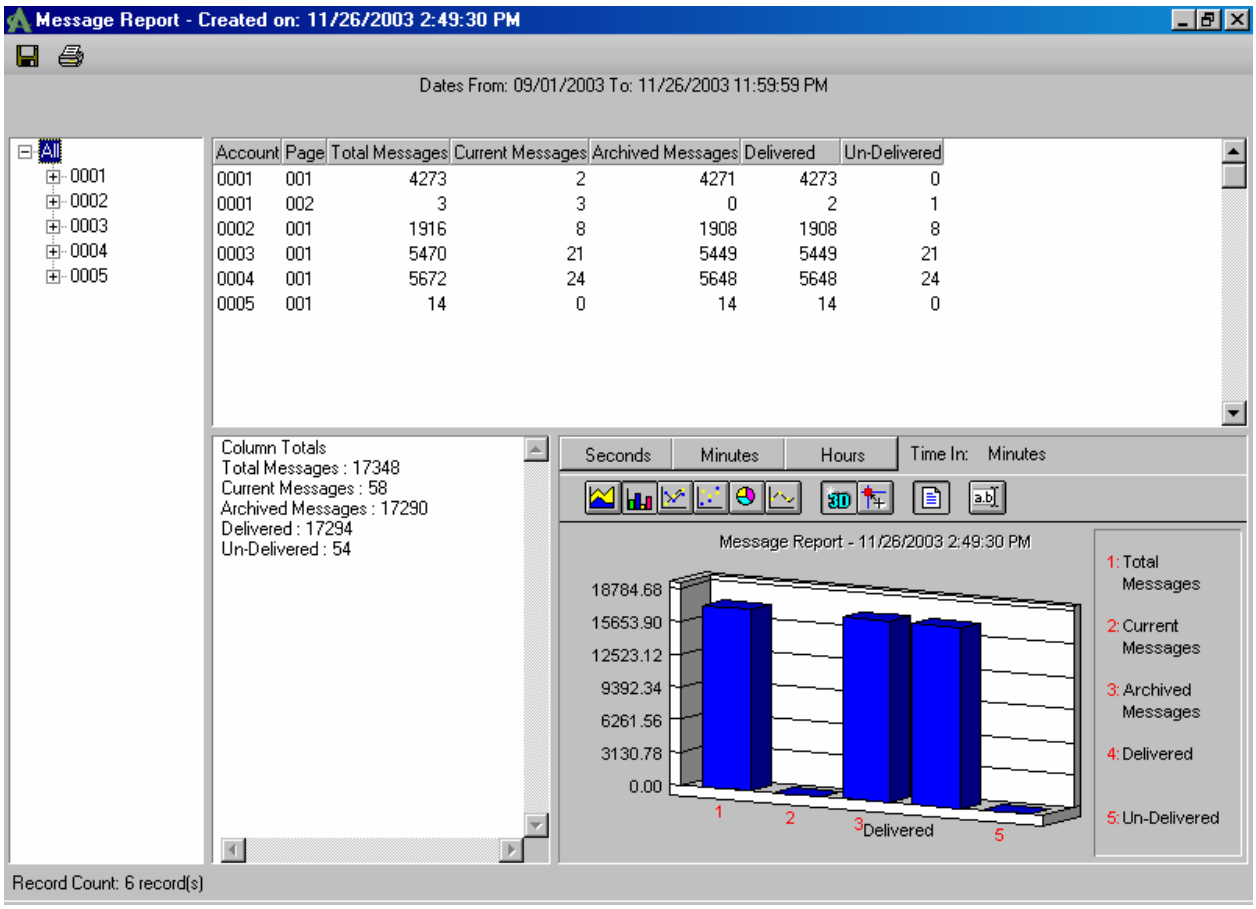
Heading Descriptions (Continued)

FAX MESG CALL	Total number of messages that were delivered via Fax for the account.
FAX MESG CALL	Total time it took to deliver Fax messages, displayed in minutes.
EML MESG CALL	Total number of messages that were delivered via email for the account.
EML MESG TIME	Total time it took to deliver email messages, displayed in minutes.
AVE RING	The average ring time of a call, displayed in minutes.
AVE HOLD	The average time for a call placed on hold, displayed in minutes
AVE TALK	The average talk time for inbound calls, displayed in minutes.
NO ANSW CALL	The total number of calls that came into an operator's station that were not answered.

Message Report

This report displays by date, the number of messages for an account. To generate this report:

1. Press RG on your keyboard and select the Message report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.



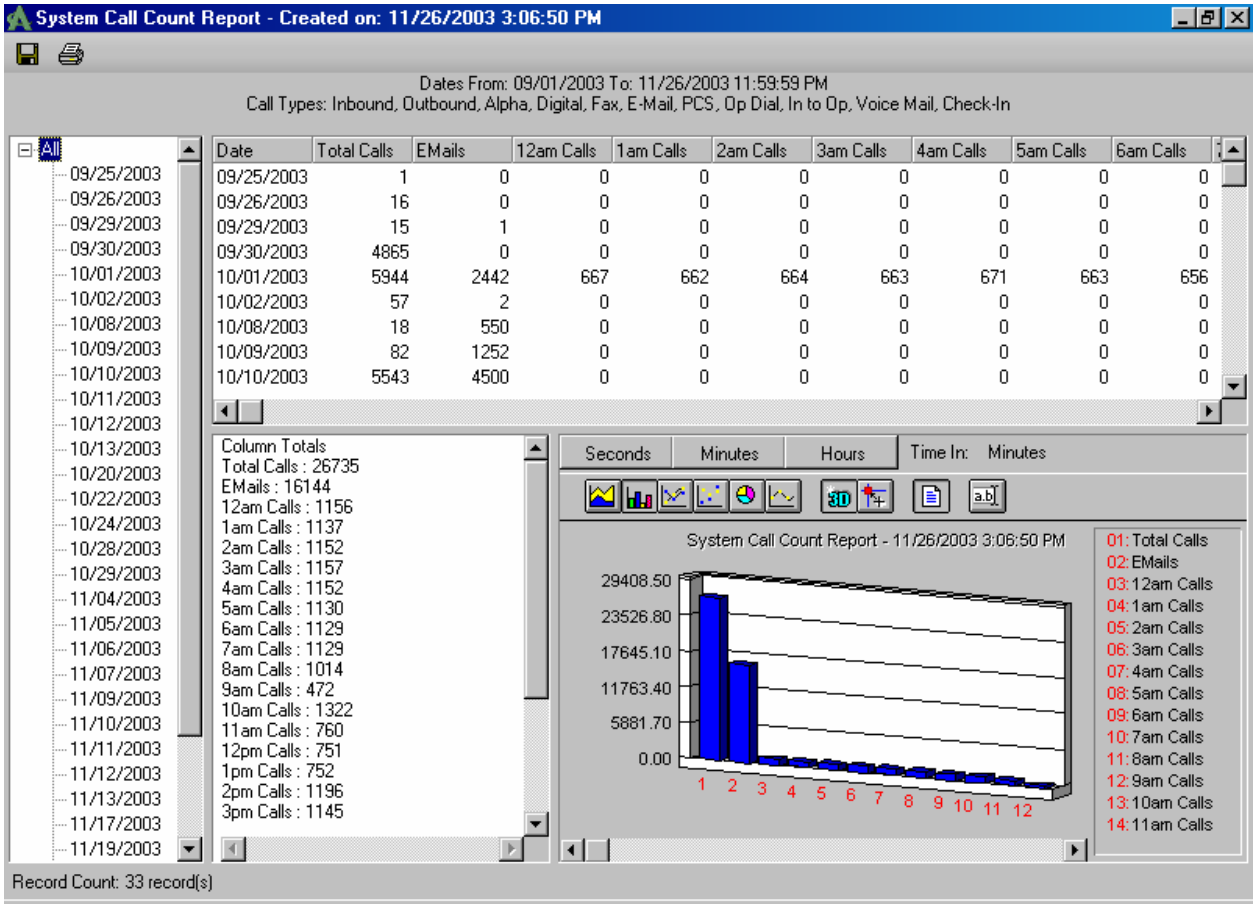
Heading Descriptions

Account	The account number.
Page #	Page number from account that the total message count is for.
Total Messages	Total number of messages for a page in time frame designated in a query.
Current Messages	Total number of delivered and undelivered messages for the selected time frame.
Archived Messages	Total number of archived messages for the selected time frame.
Delivered	Total number of delivered messages for the selected time frame.
Undelivered	Total number of undelivered messages for the selected time frame.

System Call Count

This report combines the System Daily Call Count, System Hourly Call Count and System Traffic reports and displays by date, all calls into the Call Center for a specific day or date range. To generate this report:

1. Press RG on your keyboard and select the System Call Count report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the type of calls you want to include by putting check marks next to the calls you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.



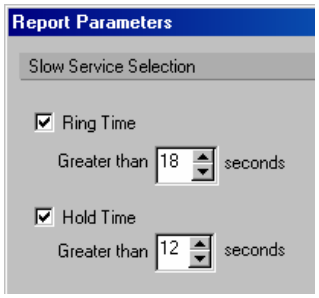
Heading Descriptions

Date	Date calls came into the call center.
Total Calls	Total number of calls for the day.
Emails	Total number of messages that were delivered via email for the account within the selected time frame.
Call Count	There are 24 time frames listed horizontally across the top of the report, within each time frame 'Calls' gives you the amount of calls that came in to the system within that time frame.

System Slow Service

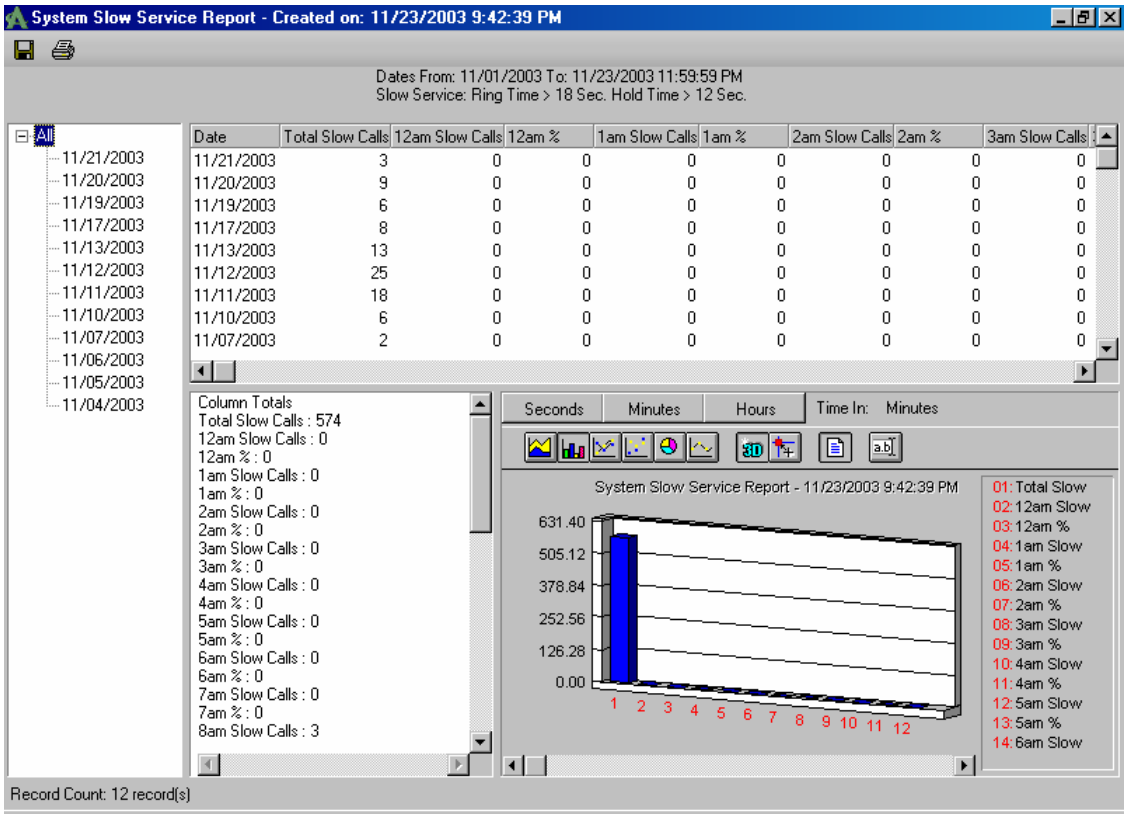
This report combines the System Daily Slow Service and System Slow Service Hourly reports to give you a percentage of inbound calls to the call center based on the criteria you set in the “Slow Call” area of the query. “If Rings more than ___ seconds” OR “If on Hold more than ___ seconds” will be shown in a general overview not broken out by agent.

The report is calculated by the number of Rings or Holds divided by the Total amount of Inbound calls. To generate this report:



1. Press RG on your keyboard and select the System Call Count report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select your Ring and Hold Time by entering your ‘Greater Than time in seconds.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.

Note: This is a very large report. Please change your paper size to 8 ½ x 14” landscape to view the report at full size or you will receive a prompt indicating that the text will be very small unless you resize or remove columns.



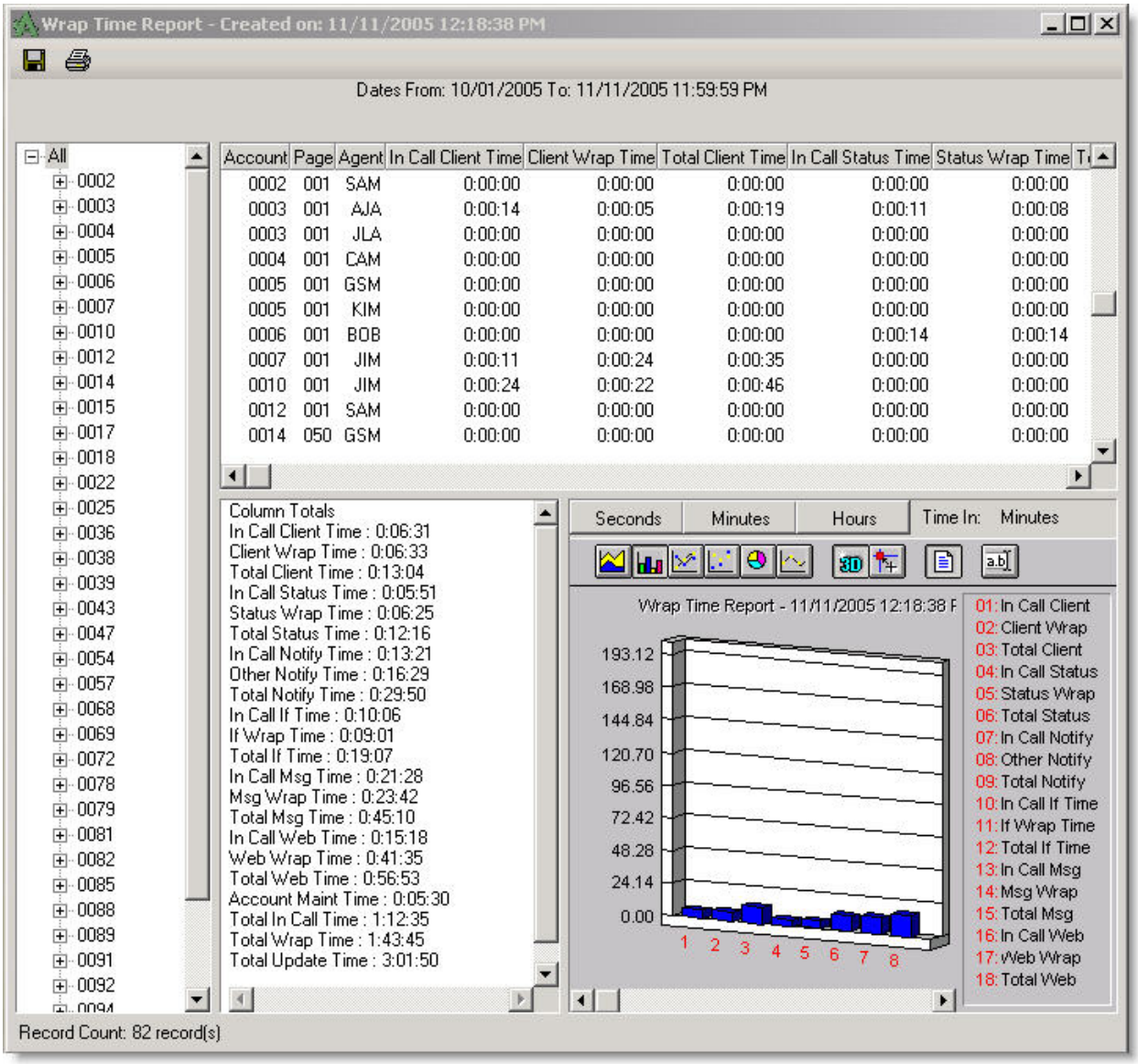
Heading Descriptions

Date	Date the calls came into the Call Center.
Total Slow Calls	Total of slow calls by date.
Slow Calls	There are 24 time frames listed horizontally across the top of the report, within each time frame 'Calls' give you the amount of slow calls that came in within that time frame.
Percentage	Percentage of slow calls for the listed time frame for the day.

Wrap Time

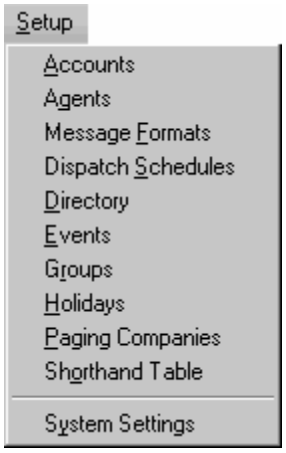
This report displays by Account and Page, the amount of update time spent working on an account screen while on a call. To generate this report:

1. Press RG on your keyboard and select the Wrap Time report from the selection list.
2. Select your date and time range.
3. Click Next.
4. Select the accounts you want to include.
5. Select Finish.
6. When you are finished with the report, click on the X in the upper left corner to close.



Heading Descriptions

Account	The account the data is compiled for.
Page	Page within the account.
Agent	Agent that did the update.
In Call Client Time	Update times for the Client window while on a call.
Client Wrap Time	Update time for the Client window after hanging up on a call. Must be in Client Update mode prior to hanging up.
Total Client Time	Total update time during and after a call.
In Call Status Time	Update times for the Status window while on a call.
Status Wrap Time	Update time for the Status window after hanging up on a call. Must be in Status Update mode prior to hanging up.
Total Status Time	Total update time during and after a call.
In Call Notify Time	Update times for the Notify window while on a call.
Other Notify Time	Any time spent performing any Notify function (updates or edits to the schedules). This time is included in Total Wrap Time.
Total Notify Time	Total update time during and after a call.
In Call If Time	Update times for the If window while on a call.
If Wrap Time	Update time for the If window after hanging up on a call. Must be in If Update mode prior to hanging up.
Total If Time	Total update time during and after a call.
In Call Msg Time	Update times for the Call Message window while on a call.
Msg Wrap Time	Update time for the Message window after hanging up on a call. Must be in Message mode prior to hanging up.
Total Msg Time	Total update time during and after a call.
In Call Web Time	Update times for the Web window while on a call.
Web Wrap Time	Update time for the Web window after hanging up on a call. Must be in Web window prior to hanging up.
Total Web Time	Total update time during and after a call.
Account Maint Time	Account Maintenance time that has been added or subtracted in the Manager application.
Total In Call Time	Includes all 'In Call' fields.
Total Wrap Time	Includes all wrap time fields and 'Other Notify Time'.
Total Update Time	Total 'In Call', 'Wrap Time' and 'Account Maintenance' time.

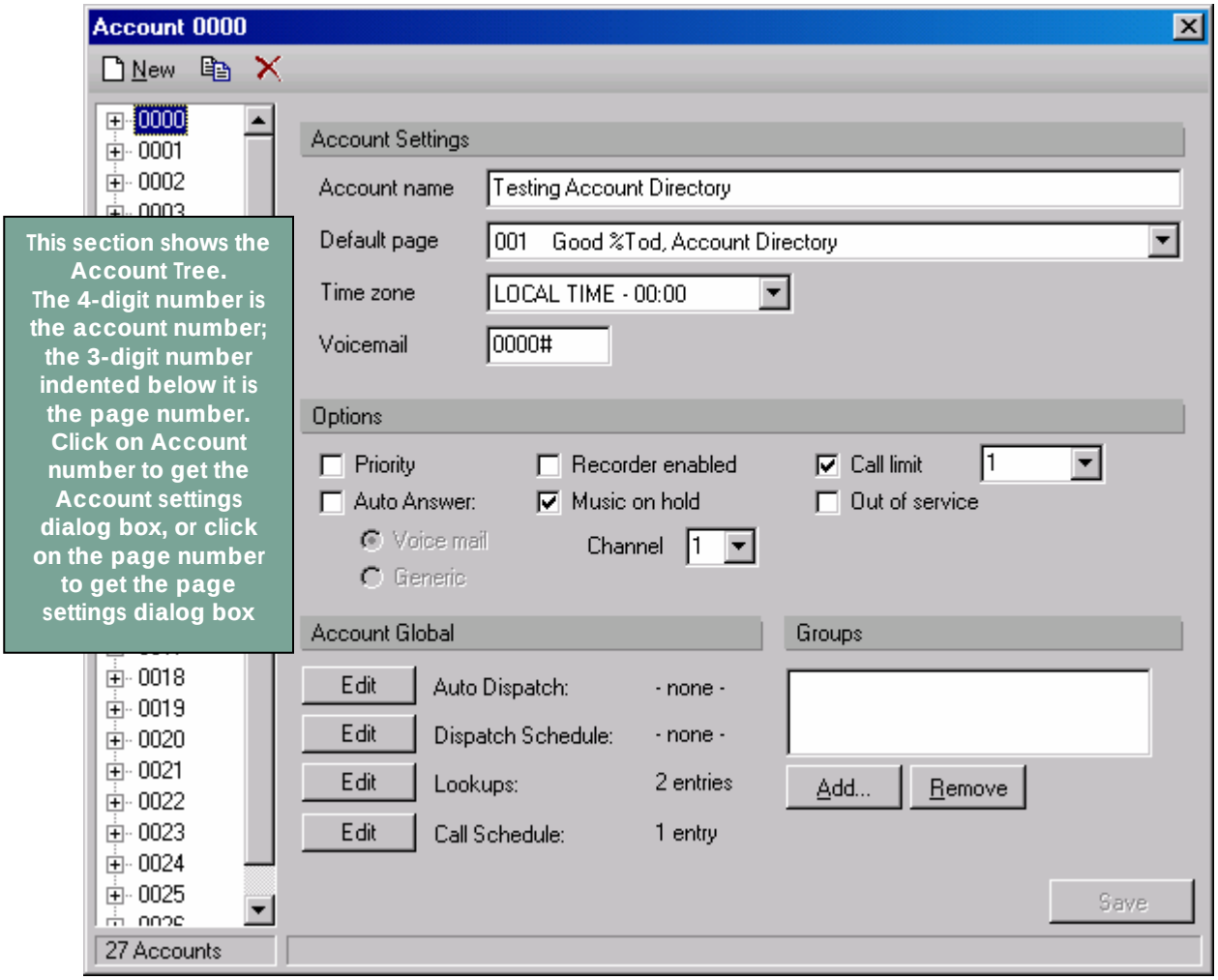


Setup Menu

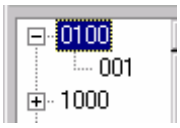
The Setup Menu allows you to control the operations of your entire service. You can access all account, operator, system and maintenance settings to ensure your business runs efficiently. This menu has eleven options that are outlined below:

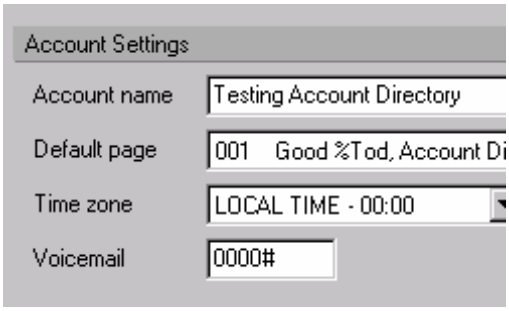
Accounts

This menu gives you access to set up all account information for each account. The Accounts section has 2 levels of programming, Account and Page. When you first select Accounts you are presented with the Account screen. From there you can set up a new account or edit an existing one. The next section is called Page and that lets you setup details pertaining to a Page. Any programming done through the Accounts screen is reflected throughout the entire account. Programming done on the Page screen is reflected only on the Page within an Account. To open the Account window, press SA on your keyboard. You are presented with the following screen.



Account – Account Settings





Name

This is the area where you set the Account Name to be viewed in certain listings. (*See View Accounts).*

1. Use your Tab key to tab over to "Name" or click in the field with your mouse.
2. Enter the Account Name.
3. Press Enter on your keyboard or select OK with your mouse.

Time Zone

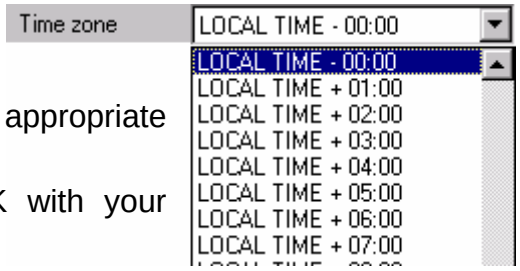
If your client is in a different time zone than you, you can set the hour difference here. OnviCall will recognize this difference and reflect it in the OnviCall Operator program by displaying their time on the status, if and message information lines in a color other than black, reminding you that there is a time difference.

Normal view Status VAA Thu 1/9 6:37pm

View when a Time Zone is set: Status VAA Thu 1/9 7:37pm

Display difference in the OnviCall Operator Program

Setting a Time Zone



1. Use your Tab key to tab over to "Time Zone" or click in the field with your mouse.
2. Using your down arrow or mouse, select the appropriate time difference.
3. Press Enter on your keyboard or Select OK with your mouse.

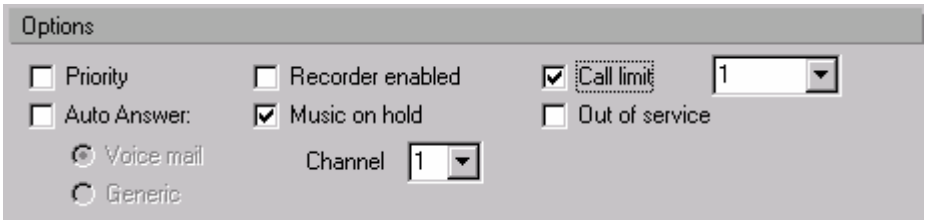
Default Page

This area lets you set what page is on display when you access an account.

1. Click into the "Default Page" field with your mouse.
2. Using your down arrow or mouse, select the appropriate Page.
3. Press Enter on your keyboard or select OK with your mouse.

Account – Options Area

OnviCall has six handling options within its account level parameters. Simply press the space bar next to each option to put a check mark in the box or click in the option box with your mouse to enable the function and press Enter or click OK to Save.



Priority

Accounts that are set as Priority will be answered before other calls if the operator uses Auto Answer options. An operator can see a priority account by the color set in the system settings.

Auto Answer

OnviCall automatically answers calls that have exceeded ring time with a generic message or a customized message provided by your voicemail and then places the caller on help to revert back to an operator for live answering.

Recorder enabled

This option gives you the flexibility to have voice recordings on or off for an account.

Music on Hold

This option enables music to play for account's calls placed on hold. Channel 1 is assumed if not specified. Additional channel numbers can be defined in the SwitchServer CFG file as follows and must plug into the breakout block.

[Pika]
channel[0,14] = music
channel[0,15] = music channel 2

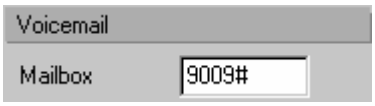
Call Limit

This option allows you to set a call limit for each account. To set your call limit, put a check mark next to 'Call Limit' and select a value from the default values in the drop down menu or click on the box to enter your own amount. (This setting will override the Global Call Limit settings the SwitchServer CFG file.

Out of Service

An Out of Service icon displays on the Reminder Area of the OnviCall Operator Program showing the current status as No Service. No calls will be answered for this account when this is enabled. ***Note**: if a call is placed to an account number that is specified with No Service, the caller will hear a busy signal.*

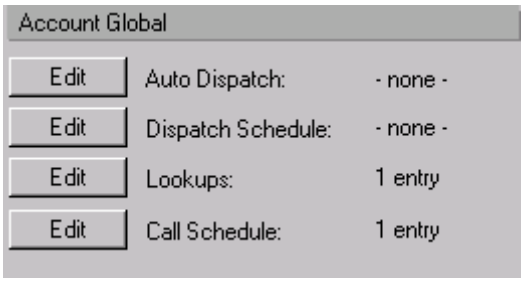
Account - Voicemail



The area in OnviCall where you enter the accounts voice mailbox information. Enter the accounts voice mailbox number followed by the # and click OK to save. When using the auto record to voice mail feature, OnviCall uses the voice mailbox information stored here.

The Voice Mail Icon will be displayed on the Reminder Area of the OnviCall Operator program reminding you the account is set up with voice mail and if the call schedule is set to go to the voicemail.

Account Global



Settings within Account Global define global dispatch parameters for the Account.

Auto Dispatch
Defined at the account level all messages dispatch immediately for all pages within the account to the designated recipients.

Dispatch Schedule
Defined at the account level all messages dispatch as scheduled to designated recipients.

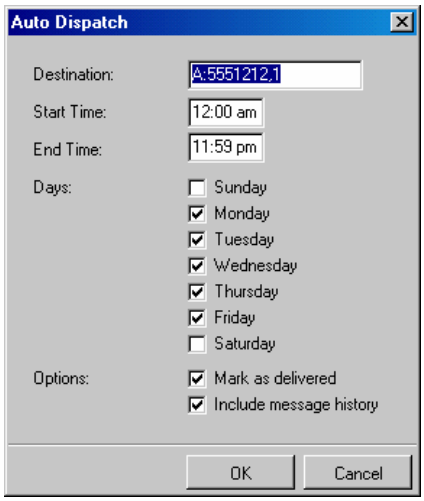
Lookups
Allows you to route incoming calls that show up in the Operator Call Display window of the OnviCall Operator program using the account's DID number or Caller ID.

Call Schedule
Allows you to set your call routing activities for all your call handling services to operators, voicemail and checkin.

Auto Dispatch

This function in OnviCall's dispatch system allows you to dispatch messages immediately upon completion. This area lets you set up the account or its pages with the Auto Dispatch feature.

Setting up an Auto Dispatch



1. Press SA on your keyboard to access Account Settings.
2. Use your Tab key or your mouse to press the Edit button to open the Auto Dispatch Window.
3. Press "N" on your keyboard or Click on the New Icon with your mouse.
4. Enter the destination (alpha pager, fax, cellular, email)
5. Set your start and end times.
6. Set your delivery schedule by placing a check mark in the days you wish the dispatch to occur. By default the times are set for 24hours.
7. *To place a check mark in a box by only using your keyboard, tab to the area you want the check mark and press the spacebar. The check mark will be placed in the box. To remove the checkbox, press your spacebar again.*
8. Press Enter or Click OK.
9. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Auto Echo

In the destination field you type ECHO:XX or ECHOOP:XX where XX is the number of minutes the echo will return to an operator.

ECHO:XX Will return the echo to all operators logged in, simultaneously.

ECHOOP:XX Will return the Echo to only the operator who saved the message.

Editing an Auto Dispatch

1. Press SA on your keyboard to access Account Settings.
2. Use your Tab key or your mouse to press the Edit button to open the Auto Dispatch Window.
3. Use the up and down arrow keys or your mouse to highlight the entry you want to edit and press Enter to open the listing or double click with your mouse.
4. Make your necessary changes.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Deleting an Auto Dispatch

1. Press SA on your keyboard to access Account Settings.
2. Use your Tab key or your mouse to press the Edit button to open the Auto Dispatch Window.
3. Using your up and down arrows or your mouse, select the entry you want to delete.
4. Press the delete icon.
5. A Warning box appears asking you if you are sure.
6. Select Yes.
7. Your entry has now been deleted.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Dispatch Schedule

This is a feature in OnviCall's message delivery system that handles bulk message transmission. OnviCall let's you send the same information to up to six different group recipients via alpha pager, fax, cellular or email. The dispatch schedule follows the time, delivery method, and message parameters (all, undelivered, delivered) as determined by management in the account's dispatch schedule set up.

Creating a New Dispatch Schedule

1. Use your Tab key or your mouse to press the Edit button to open the Edit Dispatch Schedule Window.
2. Press "N" or click the New Icon.
3. Complete the form by setting up your schedule as needed.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Editing a Dispatch Schedule

1. Use your Tab key or your mouse to press the Edit button to open the Dispatch Schedule Window.
2. Use your up and down arrow keys or your mouse to highlight the Dispatch Schedule you want to edit.
3. Click the Edit Icon.
4. Make your necessary changes
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

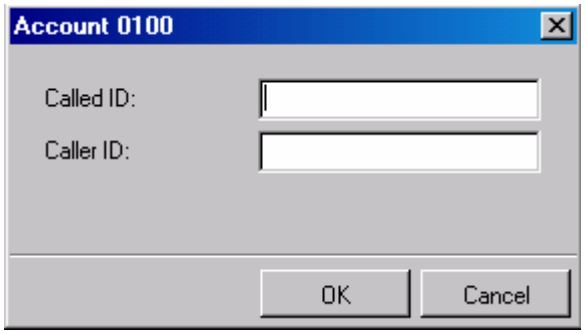
Deleting an Dispatch Schedule

1. Use your Tab key or your mouse to press the Edit button to open the Dispatch Schedule Window.
2. Using your up and down arrows or your mouse select the Dispatch Schedule you want to delete.
3. Click the Delete Icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. Your Schedule has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Lookups

Lookups route incoming calls and loads the correct account information to your operator's station in the Call Display windows of the OnviCall Operator Program.

Adding A New Lookup



1. Press SA on your keyboard to access the Account Setup window.
2. Use your Tab key or your mouse to press the Edit button to open the Lookups Window.
3. Press "N" on your keyboard or click the New Icon. The New Lookups window opens.
4. Enter the account's Call ID's.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Called ID: Reflects the last four digits of the DID number you designated for the account.

Caller ID: If the account is set up for Caller ID and is on a PRI you can input the number they are calling from here to have it displayed in the Call Display windows of an operator's station.

Editing a Lookup

1. Press SA on your keyboard to access the Account Setup window.
2. Use your Tab key or your mouse to press the Edit button to open the Lookups Window.
3. Using your up and down arrows or your mouse, select the entry you want to edit.
4. Change the account's Called ID and or Caller ID.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

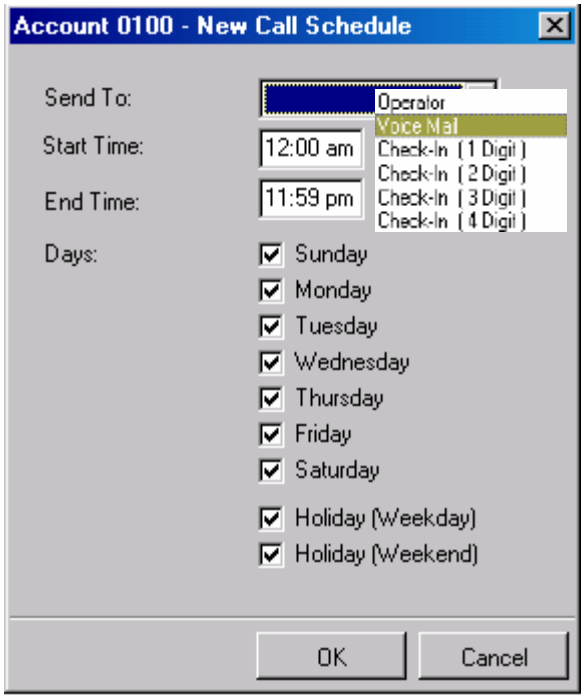
Deleting a Lookup

1. Press SA on your keyboard to access the Account Setup window.
2. Use your Tab key or your mouse to press the Edit button to open the Lookups Window.
3. Using your up and down arrows or your mouse, select the entry you want to delete.
4. Press the Delete Icon.
5. A Warning box appears asking you if you are sure.
6. Select Yes.
7. Press Enter or Click OK.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Call Schedule

The Call Schedule lets you configure your calls to go to an Operator, Voicemail or Check-in Line.

Creating a New Call Schedule

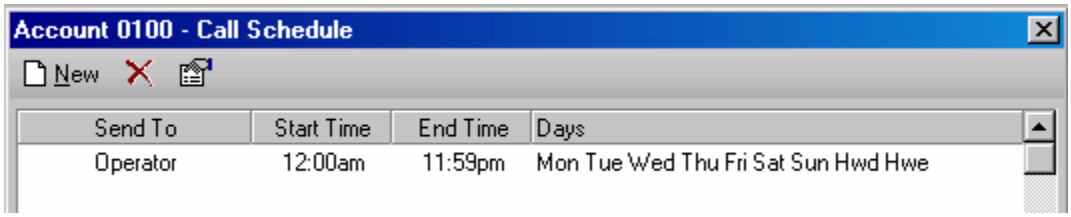


1. Press SA on your keyboard to access the Account Setup window.
2. Use your Tab key or your mouse to press the Edit button to open the Call Schedule Window.
3. Press "N" on your keyboard or click the New Icon. The New Call Schedule window opens.
4. From the drop down list, select the incoming call's destination.
5. Enter the beginning and End times.
6. Press the spacebar or click in the box to put a check mark in the days of the week that apply to the schedule.
7. Press Enter or Click OK.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Note: Check-In has 4 options. The amount of digits you select relates to how many digits the account will need to press when calling in on the Check-In line. The account number is normally used when calling into the Check-In line so if the account number is 1234, and you select Check-In (2 Digit) the caller will use 34 the last 2 digits of their account.

Editing a Call Schedule

1. Press SA on your keyboard to access the Account Setup window.
2. Using your up and down arrows select the entry you want to edit and press Enter, or double left click on it with your mouse.



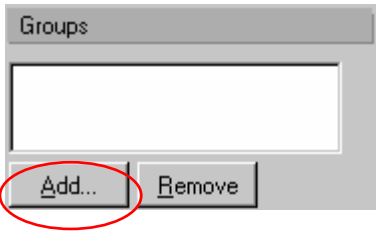
3. Make your changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

Deleting a Call Schedule

1. Press SA on your keyboard to access the Account Setup window.
2. Use your Tab key or your mouse to press the Edit button to open the Call Schedule Window.
3. Using your up and down arrows or your mouse, select the entry you want to delete.
4. Press the Delete Icon.
5. A Warning box appears asking you if you are sure.
6. Select Yes.
7. Press Enter or Click OK.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Account Settings window.

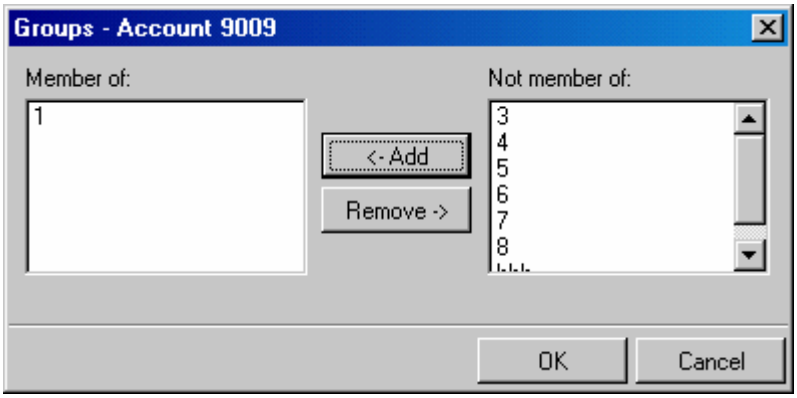
Account - Groups

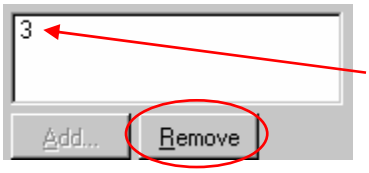
Groups can be defined to help organize accounts and optimize call handling.



Adding Groups

1. Tab to highlight the Add button and press Enter or click on the Add button with your mouse.
2. Select the group you want to assign from the “Not a Member Of” Window and click the Add button. That group will now be added to the “Member of:” window.
3. To move it back to “Not a member of:” highlight it and select Remove.
4. Click OK to complete the assignment.

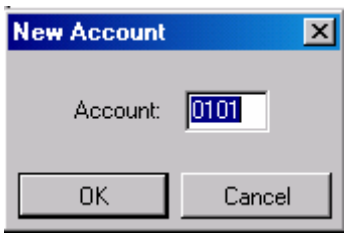




Deleting Groups

Highlight the Group in the window and select the Remove button.

Creating A New Account



1. Press SA on your keyboard to access the Account Setup window.
2. Click the New icon in the upper left corner of the Account Setup window.
3. Enter the account number you want to use for the client.
4. Press Enter or Click OK.
5. Highlight the new account number found in the Account Tree on the left side of the Account Setup screen.

6. Complete all Account Level Options as described on the previous pages to setup the new account.

Note: *OnviCall automatically creates a new blank Page when creating a new account.*

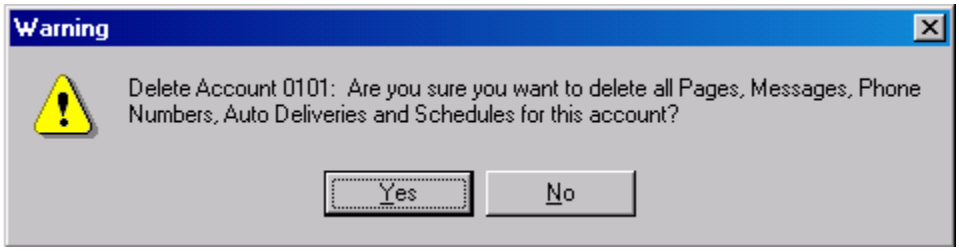
Adding a New Page

1. From the Account Tree, select the account you want to add a page for.
2. Click on the New Icon in the upper left corner of the Account Setup window or right click on the account number and select New Page.
3. Enter the new page number.
4. Press Enter or Click OK.

Note: *A new page may be created in the Operator program. While in an account, press the page number you want to create. If there is no page number already for that account, OnviCall will create one.*

Deleting an Account

1. Press SA on your keyboard to access the Account Setup window.
2. From the Account Tree, select the account you want to delete.
3. Click on the delete icon above the Account Tree.
4. A Warning box appears asking you if you are sure.



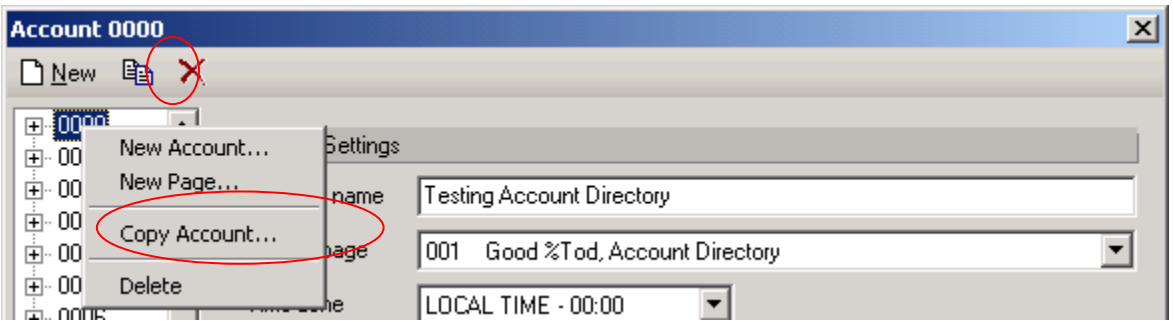
5. Select Yes.

CAUTION: Deleting an account will delete all Pages, Messages, Phone Numbers, Auto Deliveries and Schedules for that account.

Copying an Account

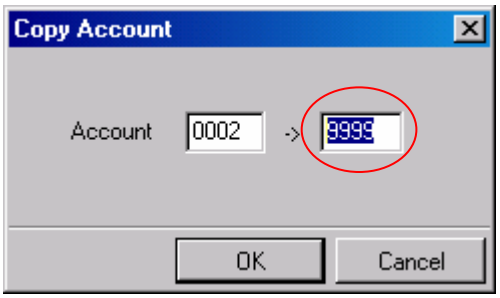
1. Press SA on your keyboard to access the Account Setup window.

2. Highlight the account you want to copy **from** on the Account Tree and click on the 'Copy' icon or right click on the account and select 'Copy Account'.

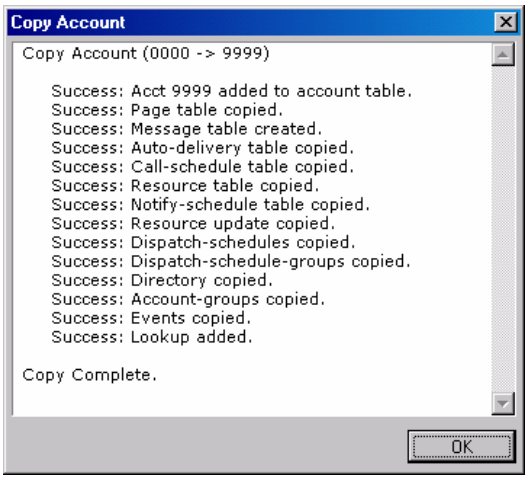


3. Enter the new account number you want the account information to be copied **to** in the box on the right.

   Note: The destination account must be an account that does not yet exist.



4. Select 'OK'.
5. The account will begin to copy. Once complete, you will be presented with a 'Copy Account' complete dialog box.
6. Select 'OK' to complete the copy process.



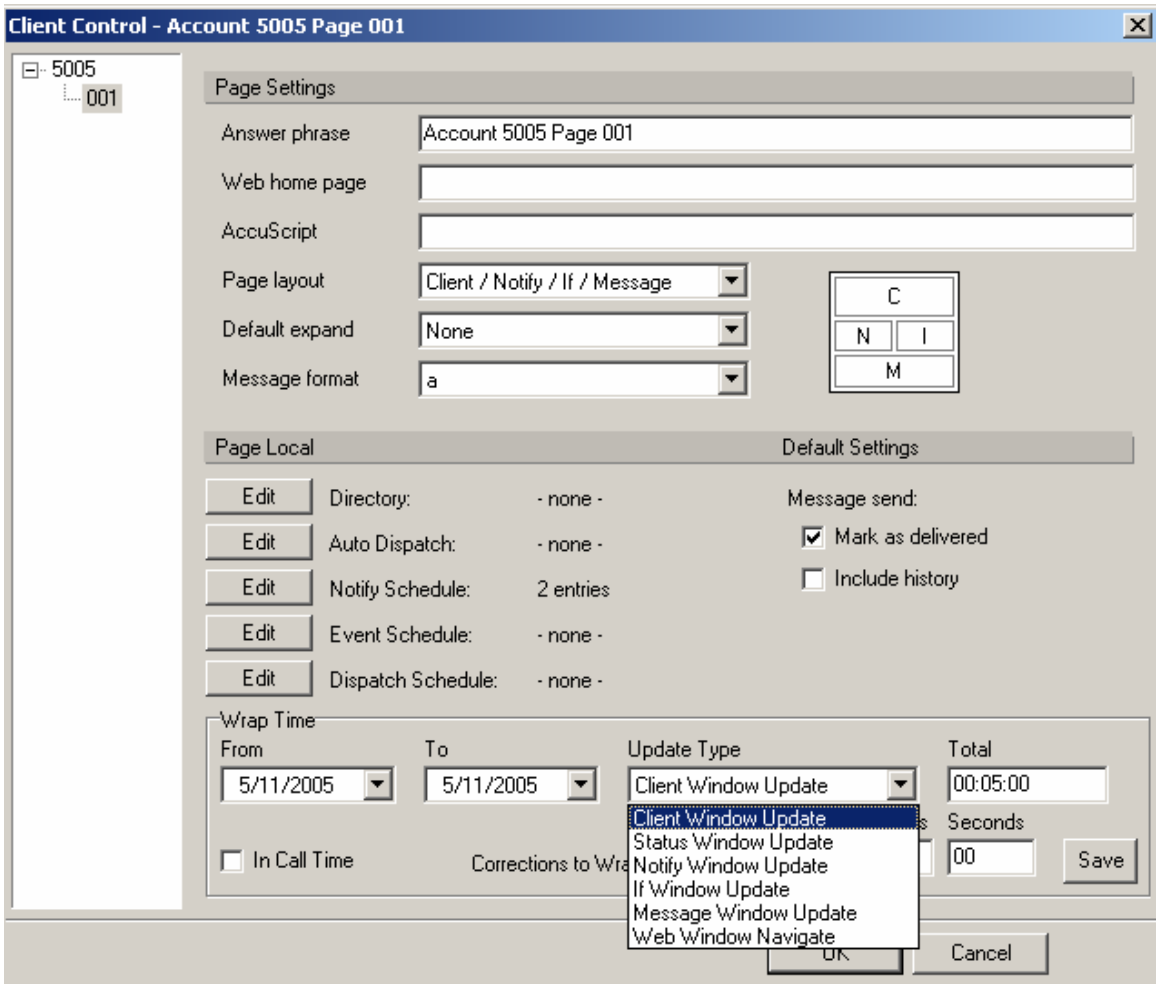
Summary of sections that get copied with Account Copy

Section	Yes	No
Account Data (client control)	✓	
Pages	✓	
Messages	✓	
Auto Delivery Options	✓	
Call Schedule	✓	
Notify Resources	✓	
Notify Schedule	✓	
Updates (Client/Status/If/Recall)	✓	
Dispatch Schedule	✓	
Dispatch Schedule Groups	✓	
Directory	✓	
Groups	✓	
Events	✓	
Logs		✗
Echoes		✗
Incomplete Messages		✗
Lookups*	✓	

**OnviCall will automatically create a lookup based on the account number your entered. For example, if you created account 1200, the lookup will be 1200.*

Account – Page Level

This window is broken down into four sections: Page Settings, Page Local, Default Settings and Wrap Time.



Page Settings

Answer Phrase

The Answer Phrase is found on the line under the Call Display Window of the OnviCall Operator Program Screen. It tells operators what to say when answering incoming calls.

Entering the Answer Phrase

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page you want to edit.
2. Press Tab to highlight the Answer Phrase, or use your mouse to highlight the text.
3. Type the new Answer Phrase.
4. Press Enter or Click the OK button to close the window. The Answer Phrase has now been changed for that account.

Entering Good **%Tod** before inserting the phase to have the time of day automatically inserted in to the statement.

Formats:

Good %Tod: Morning (Capital first letter)
Good %TOD: MORNING (All capital letters)
Good %tod: morning (All lowercase letters)

Good Morning: Midnight - 11:59AM
Good Afternoon: 12:00PM – 6PM
Good Evening: 6PM – 11:59PM

Entering **% Dow** will display the day of the week.

Formats:

%Dow: Monday (Capital first letter)
%DOW: MONDAY (All capital letters)

Web Home Page

This area is where you would enter your clients Web address. You will need to change the Page layout in order to have operators view this screen (see Page Layout). To enter a web address, simply enter the URL and Press Enter to close the dialog box. When the Page Layout is changed to view Web pages, the clients Web Page will be visible.

AccuScript

This is where you would enter your AccuScript Campaign information. To enter a campaign name, type it here and press Enter to close the dialog box.

Page Layout

This is the area within OnviCall that allows you to change the way you want a page to look. The OnviCall default page shows the following windows in order: Client, Status, If and Message. If you want to view other windows there are six different variations available to you.

- Client / Status / If / Message (default)
- Client / Notify / If / Message
- Web / Status / If / Message
- Web / Notify / If / Message
- Client / Status / If / Web
- Client / Status / If Web

Changing your Page Layout

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key to tab over to the Page Layout section or use your mouse.
3. Use your up and down arrows to scroll through the list, or use your mouse to get a drop down menu.
4. Select your preferred layout.
5. Press Enter or Click OK to exit.

Default Expand

This section allows you to customize your page view one step further. It allows you to set the size of a particular window. The default is automatically set to none. Your options are as follows:

Expand will expand the window to half screen

- EXPAND Client
- EXPAND Web
- EXPAND Status
- EXPAND If
- EXPAND Message

Full will expand the window to full screen hiding ALL other windows

- FULL Client
- FULL Web
- FULL Status
- FULL If
- FULL Message

Changing your Default Expand options

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key to tab over to the Default Expand section or use your mouse.
3. Use your up and down arrows to scroll through the list or use your mouse to get a drop down menu.
4. Select your preferred layout.
5. Press Enter or Click OK to exit.

Message Format

OnviCall allows you to select a specific message format for the page you are viewing. Once Message formats are created in Setup, Message Formats, you will be able to select the different formats here. There are no default formats as they are customized to meet the needs of each client.

Changing your Message Format

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key to tab over to the Message Format section or use your mouse.
3. Use your up and down arrows to scroll through the list or use your mouse to get a drop down menu.
4. Select your preferred format.
5. Press Enter or Click OK to exit.

Global Vs. Local

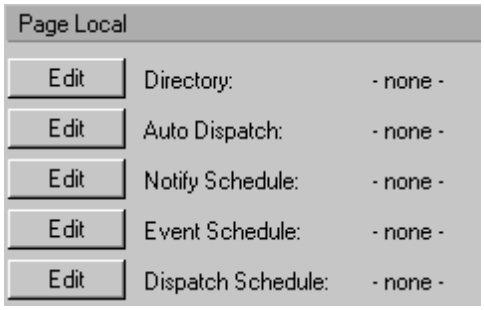
As previously mentioned, OnviCall provides functions to set up Client Control options on two different levels. Some settings make information available within the account (local); other functions make data available within the system (global).

For instance, a phone number listed within an account directory can be checked for inclusion in OnviCall's Global Directory. If not marked as global, the listing will only be found and viewed from within the account's individual directory thus making it "local" to the account. The term "local" applies to settings that pertain only to a certain page within the account as well. Any given account page can possess unique settings related to an answer phrase, page layout, message format, directory, auto dispatch, events, and dispatch schedules.

These settings remain local to the page, not global to the account when we use the functions of page Local.

Page Local Settings

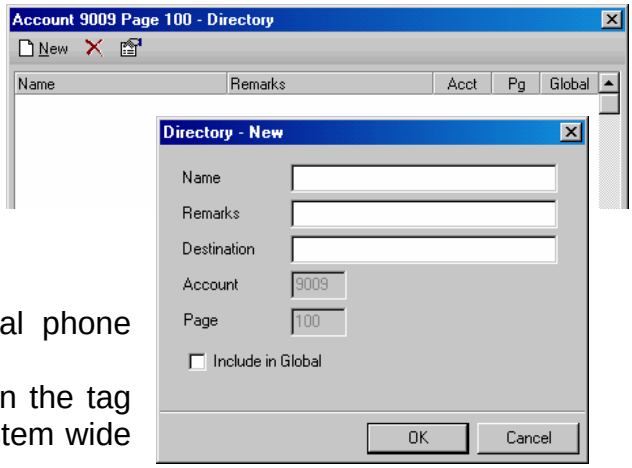
This section has five functions that are outlined below:



Directory

An account area that stores client contact information and direct dial numbers, such as home number, cell phone number, digital pager for use in the dispatch of messages by the operator dial-outs or system delivery. The information stored in the directory can be used for both global and local search parameters.

Creating a New Directory Listing



1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to press the Edit button to open the Directory Window.
3. Click the New Icon.

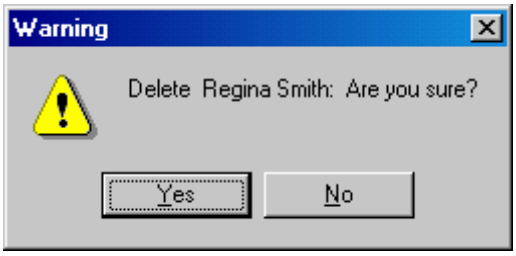
   Enter client name, remarks and direct dial phone number.
4. Press the spacebar to put a check mark on the tag labeled “Include in Global” to include in system wide searches.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.

Editing a Directory Listing

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to press the Edit button to open the Directory Window.
3. Using your up and down arrows or your mouse, select the entry you want to edit and press Enter to open the listing or double click with your mouse.
4. Make your necessary changes.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.

Deleting a Directory Listing

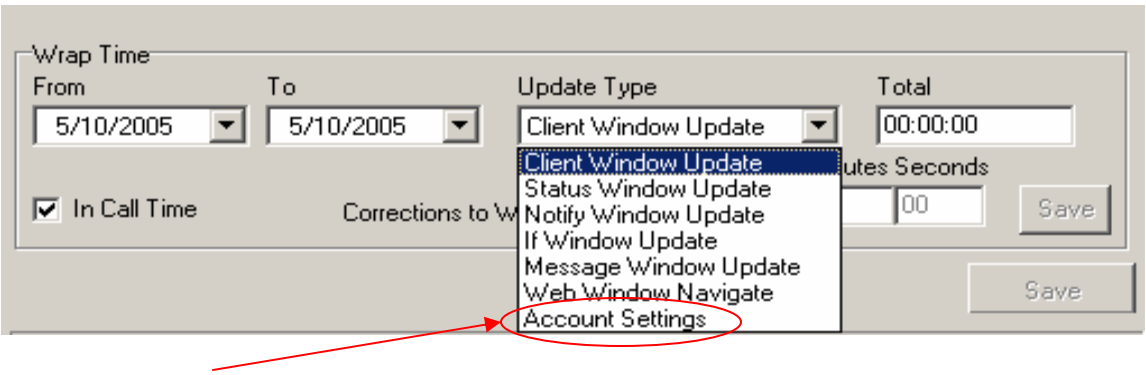
1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to press the Edit button to open the Directory Window.
3. Use the up and down arrow keys or your mouse to highlight the entry you want to delete.
4. Press the delete icon.
5. A Warning box appears asking you if you are sure.
6. Select Yes.
7. Your entry has now been deleted.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.



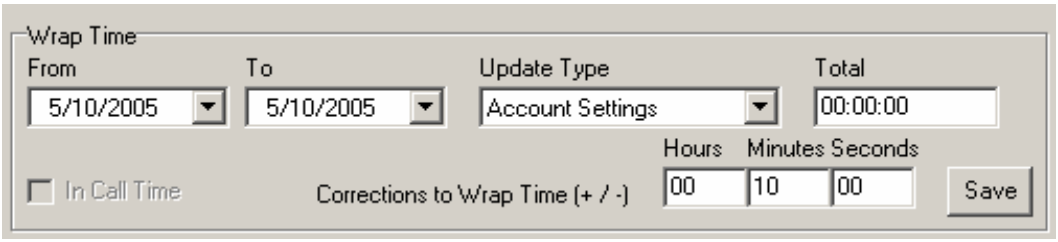
Wrap Time

Wrap Time gives you the ability to view and report on the amount of wrap times for all update types within a page or account and view totals of each page on the account level.

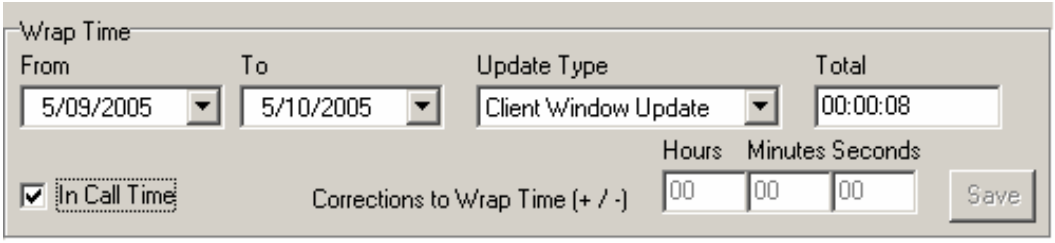
The Client, Status, Notify, If, Message and Web Windows all have the option to include "In Call Time" (the amount of time an update took while on a call) and is available through the Manager and Operator programs.



The Account Settings option is only available through the Manager program and only can be added or subtracted from manually and cannot include In Call Time.



When viewing types of wrap time you have the ability to view either the update times during a call that was in progress or by the time to complete the update after the call has been disconnected.



Wrap time with the exception of the notify type will only start as a In Call Time when a call is in progress and will start as not in call time when the call is disconnected until the update is saved.

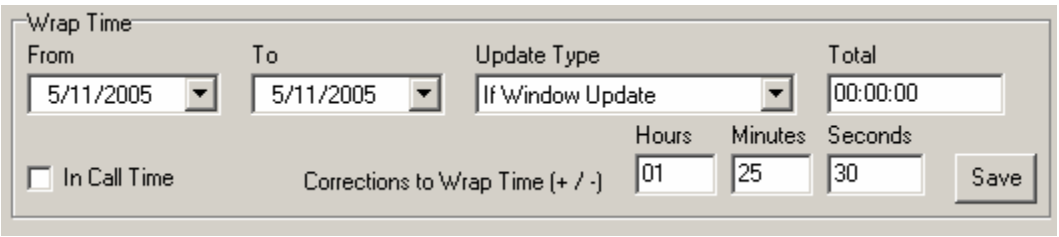
Notify will count the in call time and the time after the call is disconnected but will also include time of any notify updates even if there was no call present. This will be included in the time that is displayed when the In Call Time is not checked.

In Call Time

When the In Call Time check box is checked, it will calculate the time it took to update an account while the operator was on the phone. With the In Call Time unchecked it displays the time it took to complete the update after the call has been disconnected. The agent may add or subtract from any of the update types for either In Call Time or not in call time.

Adding Time

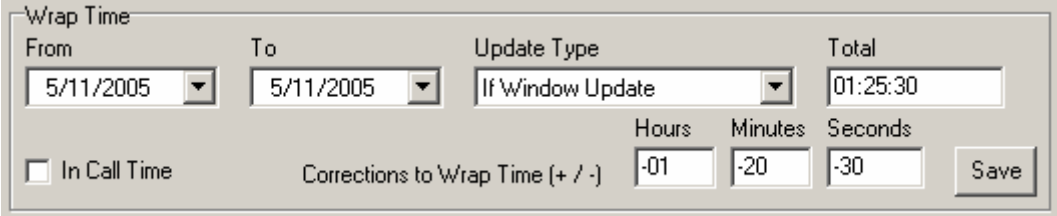
1. Select the update type from the drop down box.
2. Enter a value in the Hour, Minute, or Seconds column
3. Select Save.



Subtracting Time

1. Select the update type from the drop down box
2. Enter a (-) value in the Hour, Minute, or Seconds column
3. Select Save.

Note: Each column must have a (-) sign in front of the value to subtract it from the total as shown below.



Notify Update type behaves the same as any other update type and will also add time to the not In Call Time if you are not on the phone for any updates done to the Notify Schedule.

Auto Dispatch

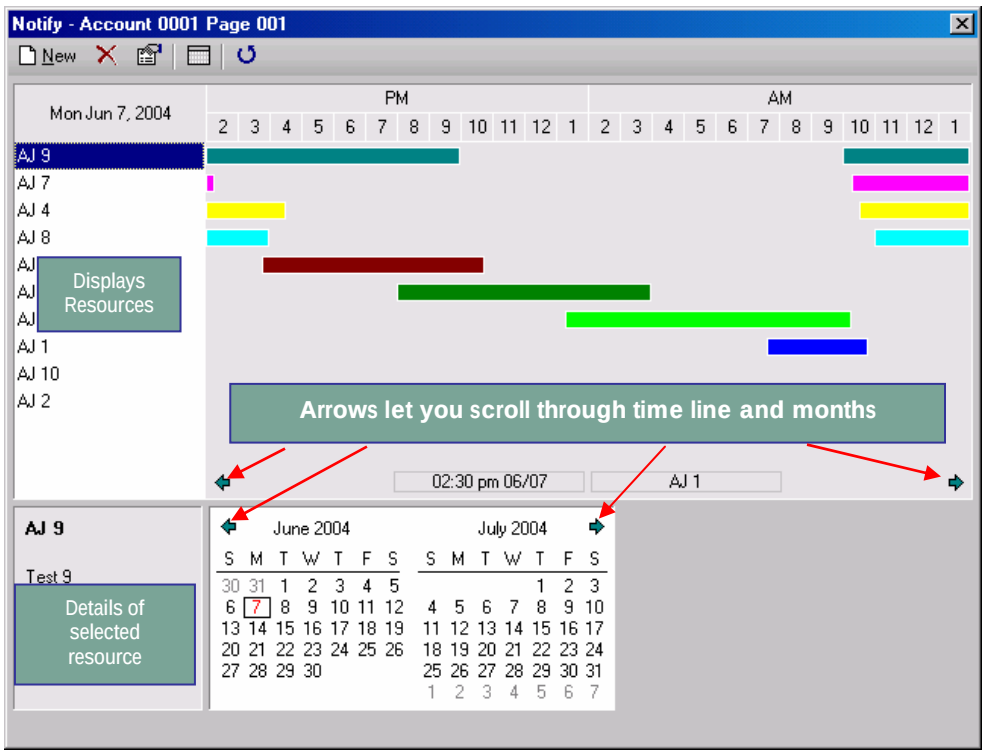
This area lets you set up a Page within an account with the Auto Dispatch feature. Please refer to Auto Dispatch under the Account Settings section of this manual for the steps.

Notify Schedule

OnviCall lets you create an on-call schedule for each page on an account.

Accessing Notify Schedule

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use the Tab key to highlight the Edit button and press Enter to open the Notify Schedule Window.



Opens the dialog box for creating a new resource.

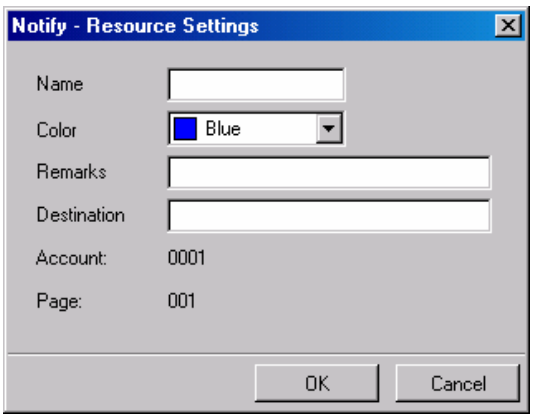
Deletes a resource.

Opens the dialog box for editing a resource.

Displays month view for a selected resource.

Resorts resources based on on-call status.

Adding a Resource

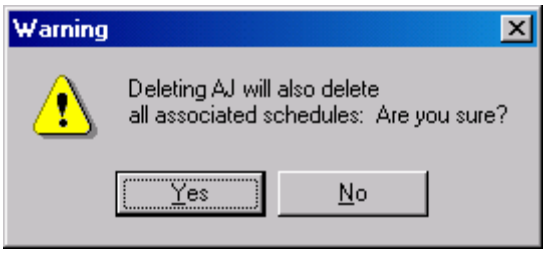


1. Press the "N" on your keyboard or use your mouse and click on the New button. You will be prompted with the following screen:
2. Enter the name of the person to Notify. (***Note:*** OnviCall does not allow duplicate names)
3. Select a color for your resource.
4. Enter Remark (if applicable)
5. Enter Destination
   i.e. A:5551212,1, E:tech@OnviSource.com, etc.
6. Click OK.

Editing a Resource

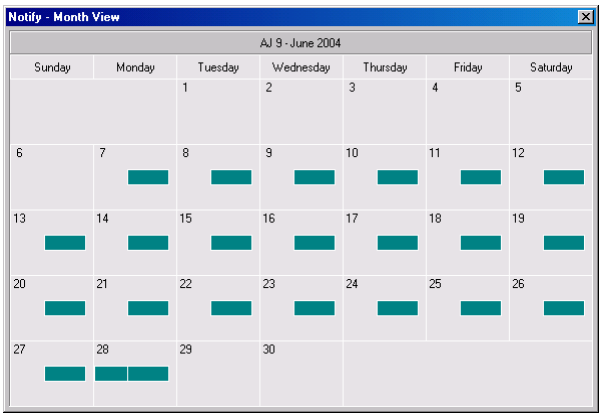
1. From the list of resources, click on the name you want to edit.
2. Click on the Edit icon.
3. Change your information as needed.
4. Click OK.

Deleting a Resource



1. From the list of resources, click on the name you want to delete.
2. Press the delete icon.
3. A Warning box appears asking you if you are sure.
4. Select Yes.
5. Your entry has now been deleted.

Month View



Month view gives you a graphical overview of a resources schedule for a selected month. To view a monthly overview of a resource:

1. Click on the name of the resource.
2. Select the month you want to view from the calendar at the bottom of the Notify window.
3. Press the month view icon.
4. Right click on the calendar to print.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Notify window.

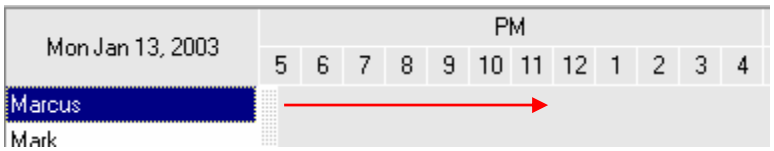
Resorting Resources

After you scroll to another day or time frame, click on the 'Resort' button and your resources will be resorted based on on-call time.

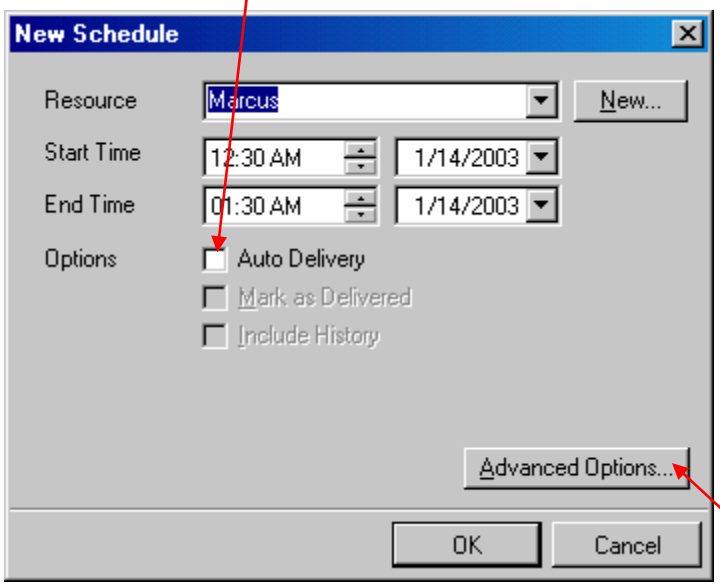
Creating a New Schedule

From the main screen click to highlight the name you want to schedule a Notify for.

1. Place your mouse parallel to their name on the time line and double left click under the time to open the New Schedule Box.



2. Enter your times and dates. If you want the Notify to have an Auto Delivery, during the time of the on-call schedule, press the space bar to put a check mark in the box, or left click in the Auto Delivery box.



Note:
When creating a new schedule for a resource, OnviCall does **NOT** allow you to go back in time.

However, if you edit an existing schedule, you are permitted to go back in time for the current day only. This is helpful when editing a 'repeating schedule'.

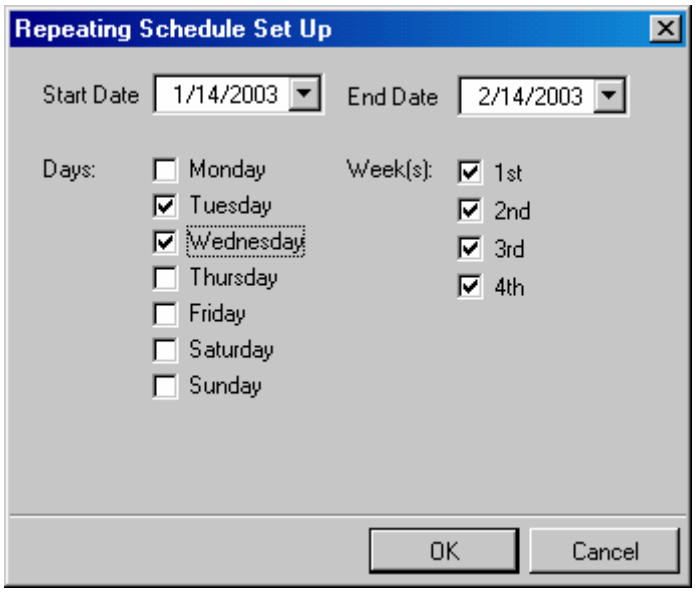
Please see Editing a Notify Schedule section for more details.

3. If the schedule you set up will repeat, tab to the Advanced Options button to highlight it and press Enter to open the Repeating Schedule Set Up. Otherwise Press Enter or click OK to close the dialog box.

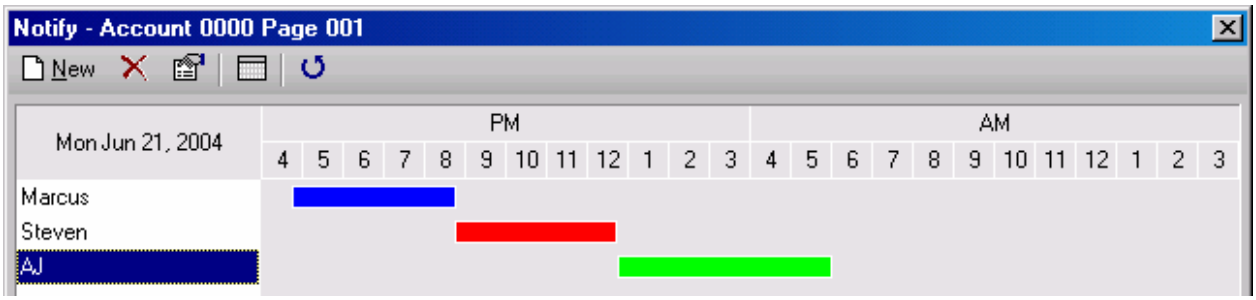
Repeating Schedule Set Up

1. Select a Start and End Date.
2. Select what days of the week the occurrence will happen.
3. Select what weeks of the month this occurrence is to be set up for.
4. Press Enter or click OK to close the window.

The example below tells OnviCall that starting on 1/14/03, for one month, this tech will be on call every Tuesday and Wednesday for the times set in the previous menu.



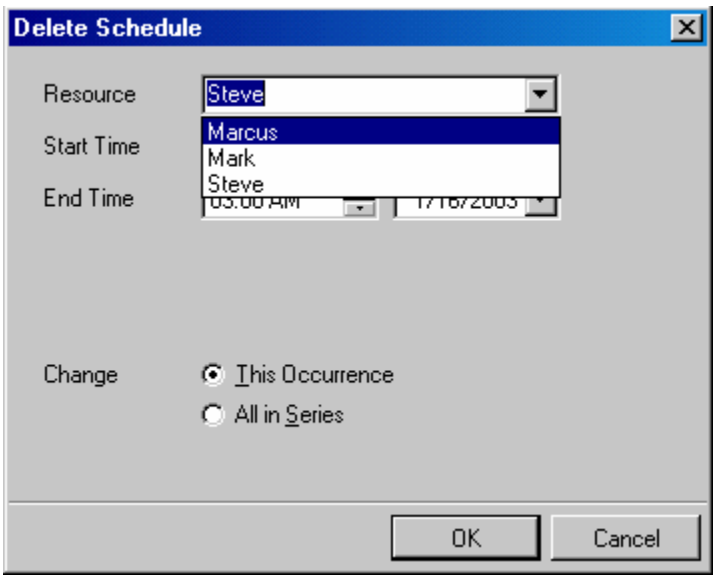
Once completed your schedule will look like the picture below.



If you need to delete or override a schedule, simply put your mouse over the colored line next to the name you wish to edit and right click.

Deleting a Schedule

When you select Delete, it brings up the following window:

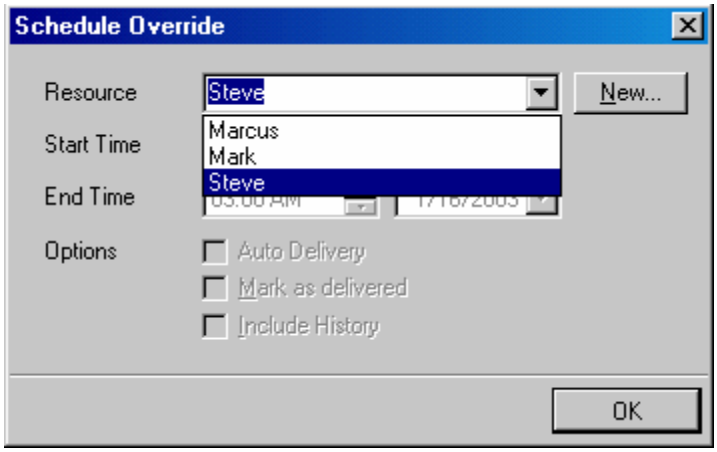


1. From the drop down menu, select the resource you want to delete.
2. Select the Start and End Dates and Times.
3. Select for This Occurrence or All in Series (i.e. if you set up a schedule for an entire month, All in Series will make the deletion for the entire month.
4. Click OK.

CAUTION: Clicking OK here saves your changes so you can go and view your schedule. You will need to select **YES** when exiting Notify for all changes made to be reflected.

Override

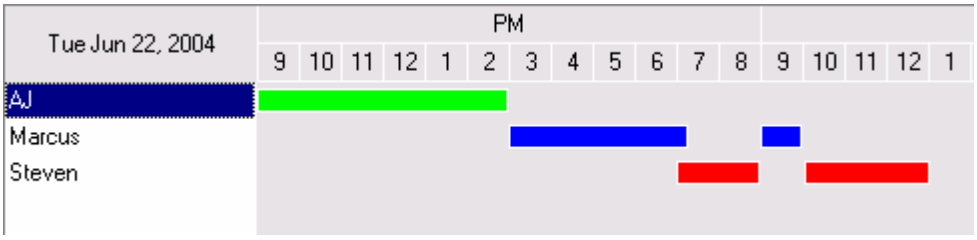
When there is a gap of time that a resource may not be available, you may need to create an Override. Once you right click on the light blue bar and select Override, the following screen appears:



1. From the drop down menu, select the resource you want to override.
2. Select the Start and End Dates and Times.
3. Select for this Occurrence or All in Series (i.e. if you set up a schedule for an entire month, All in Series will make the deletion for the entire month.)
4. Click OK.

Your schedule should now look something like the illustration below

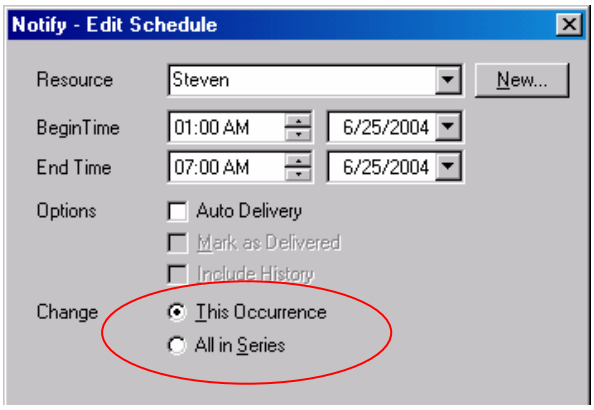
This illustration tells us that Steve is on-call from 7PM – 12AM but Marcus is filling in for him from 9PM – 10PM.



Editing a Schedule

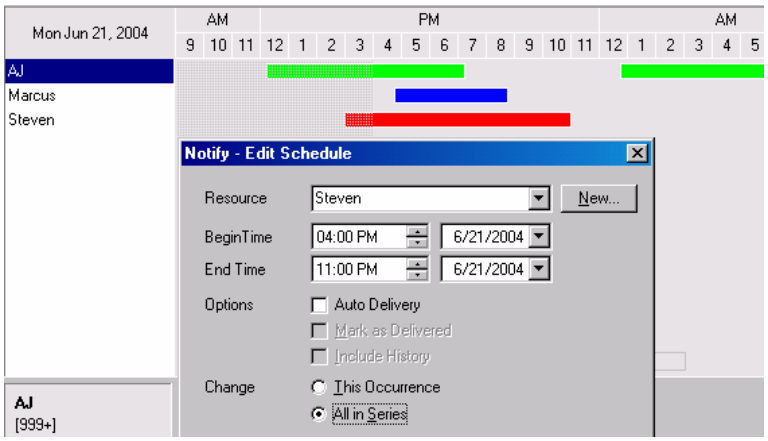
1. From the calendar at the bottom of the Notify window, click on the day you want to see the schedule for.
2. Using the left and right arrows on the calendar, scroll to find the hours you want to edit.
3. Next to the resource name, double left click on the color associated with the resource to open the edit box.
4. Adjust your schedule and click OK.

   Note: If you have a repeating schedule and you want your change to be reflected for the entire schedule, select the 'All in Series' option. If you want your change for only the day specified, select the 'This Occurrence' option.



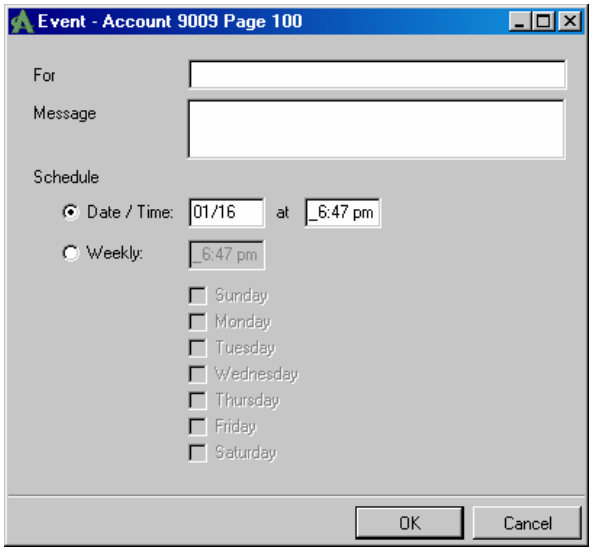
If you need to change your schedule to reflect a time in the past, OnviCall will only allow you to do it for the current day. However, it will update the times for a repeating schedule.

For example, the current time is 6:00 PM on June 21st and you have a repeating schedule set to start at 7:00 PM but you need to change it to start at 3:00 PM, you can change the time in the 'Begin' time to be 3:00 PM then select 'All in Series' to have it change all occurrences.



Event Schedule

A function in OnviCall that lets you set up scheduled reminders that occur in advance for selected days each week or one time each year. The event will appear in the form of an echo set to an Event Message. Common events include services performed on a daily basis per client request, such as wake up calls or meeting reminders.



Creating a New Event

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to press the Edit button to open the Edit Event Schedule Window.
3. Press the letter “N” on your keyboard or Click the New Icon with your mouse.
4. Complete the form by entering event name, the message or purpose of the event and the schedule that follows. You can set an event to occur only once or weekly.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.

Editing an Event Schedule

1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to select the Edit button to open the Event Schedule Window.
3. Use your up and down arrow keys to highlight the entry you want to edit and press Enter or click the Edit Icon.
4. Make your necessary changes.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.

Deleting an Event Schedule

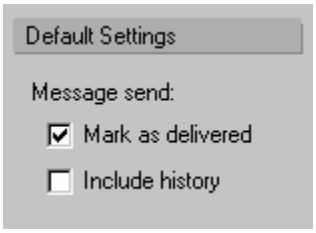
1. Press SA on your keyboard to access the Account Setup window and tab or click on the Account Tree to select the page.
2. Use your Tab key or your mouse to press the Edit button to open the Event Schedule Window.
3. Using your up and down arrows or your mouse select the Event you want to delete.
4. Click the Delete Icon.
5. A Warning box appears asking you if you are sure.
6. Select Yes.
7. Your Event has now been deleted.
8. Click on the X in the upper right corner of the window or press the Esc key to return to the Page Settings screen.

Note: *If there is only* ***one*** *event in the schedule you do not need to highlight it, you can simply click on the X and the OnviCall system will ask you if you want to delete that event.*

Dispatch Schedule

This area lets you set up a Dispatch Schedule for a Page within an account. Please refer to Dispatch under the Account Settings section of this manual for the steps.

Default Settings

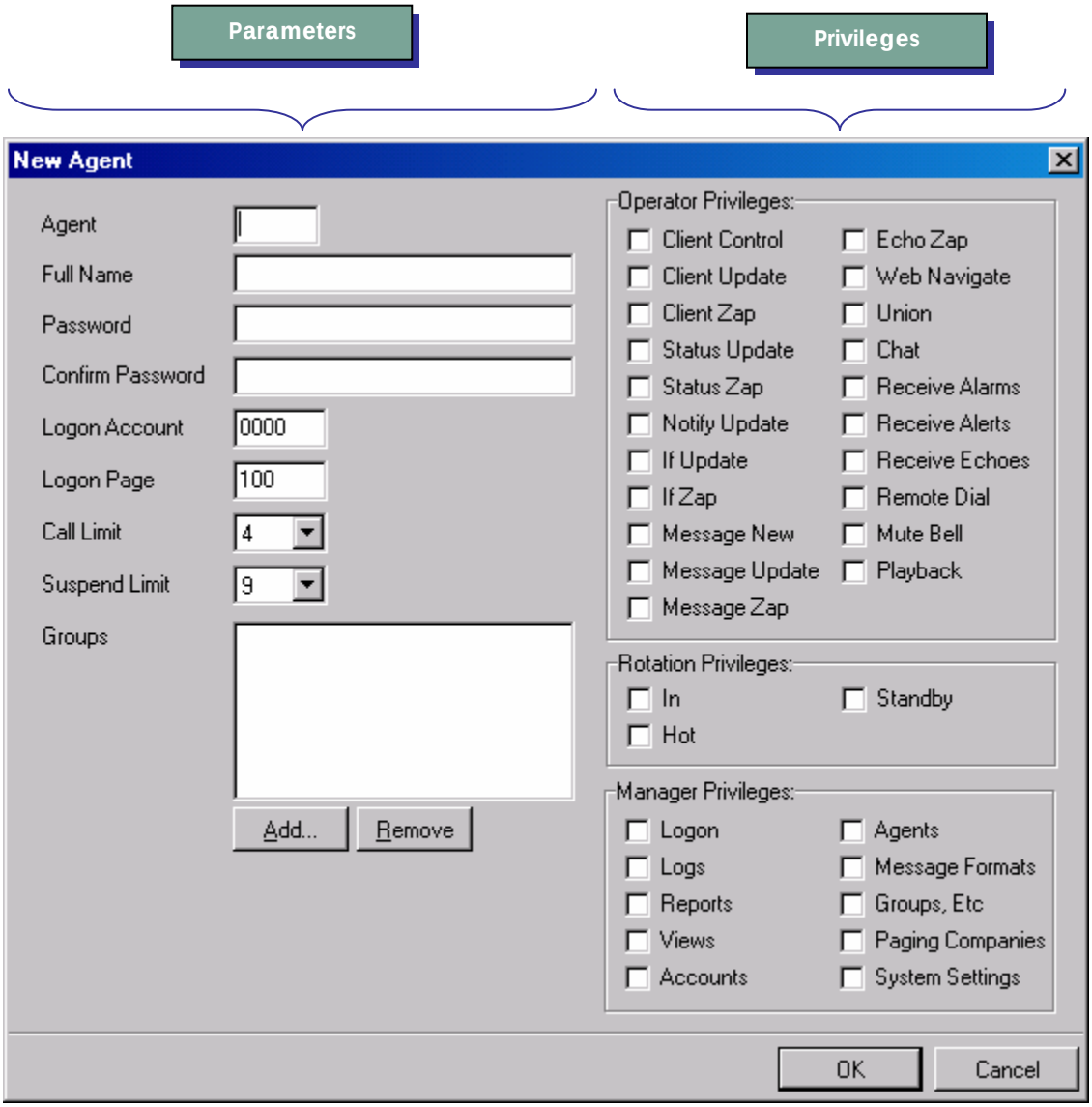


This area of OnviCall lets you set message delivery options for the page. Your two options are: “Mark as Delivered” and “Include History”.

To Set as Mark as Delivered or Include History, place a check mark in the desired box by tabbing over and pressing the space bar to insert a check mark, or use your mouse and click into the white box and click OK.

Agents

This section is where you manage all your agents from creating new agents, deleting, agents and assigning privileges. This screen is broken down into two sections Operator Parameters and Operator Privileges.

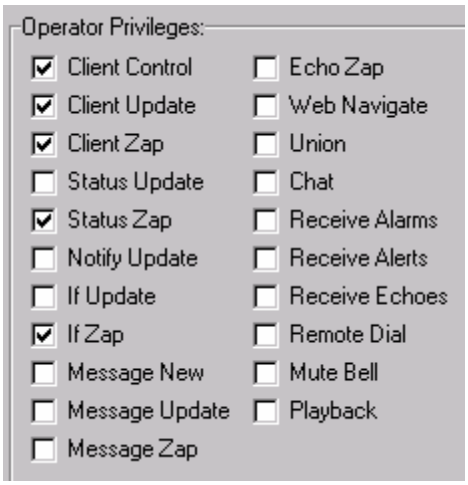


Operator Parameters

Agent Logon	Three letters or numbers designated to identify the Operator.
Full Name	Operator's full name.
Password	Password for logon.
Confirm Password	Confirmation of password.
Logon Account	The account you want the Operator to see when they logon to the OnviCall Operator Program.
Logon Page	The page number that is displayed when the operator logs on to the OnviCall Operator Program.
Call Limit	The maximum number of calls that can be assigned to an operator at any given time.
Suspend Limit	The maximum number of incomplete messages the operator can have at any given time.
Groups	The groups the operator is assigned to for incoming calls.

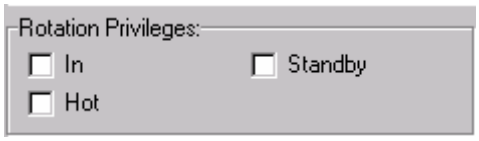
Operator Privileges

Placing a check mark in any one of the items listed under Operator Privileges will give the operator permission to perform the actions in the OnviCall Operator Program.



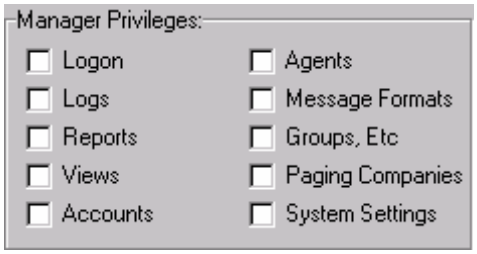
Rotation Privileges

Let's you designate what rotation the Operator will have access to when logged into OnviCall.



Manager Privileges

Let's you designate whether or not an Operator can have privileges to the OnviCall Manager Program and what areas they are allowed to access once in the program.



Setting up a New Operator

1. Press SG on your keyboard to access the Agent Screen.
2. Press “N” on your keyboard or click on the “New” Icon and the New Agent window opens.
3. Type in the login initials you want the Operator to use.
4. Type in the name of the Operator.
5. Type in a password for the Operator.
6. Retype the password for confirmation. *(**Note:** If the passwords you entered do not match, you will receive an error message and will not be able to exit this window until they match.)*
7. Type in the Logon Account you want the Operator to see after logon.
8. Type in the Page of the account you want the operator to see after logon.
9. Select the maximum number of calls from the drop down list that you want the operator to receive while in rotation.
10. Select the maximum number of incomplete messages the operator can have at a given time.
11. Select the groups you want the operator to receive calls for while in rotation by selecting Alt A or clicking on the Add button with your mouse button.
12. Select the privileges you want to assign the operator by tabbing to the privilege and pressing the space bar to place a check mark in the box next to the item. Continue pressing the Tab and space bar to go through all items or use your mouse to place a check mark in the box.
13. Press the Enter key select OK with your mouse to save your New Operator.
14. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Editing an Operator

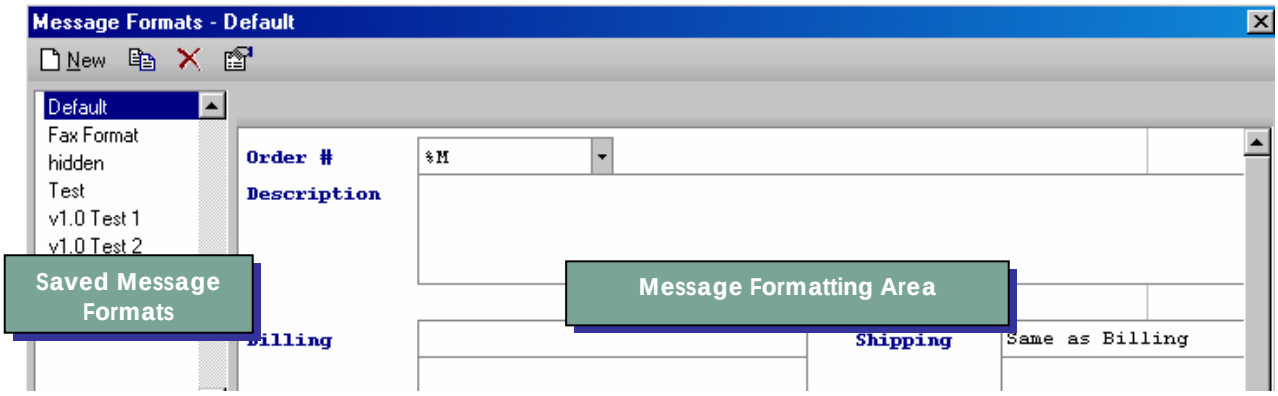
1. Press SG on your keyboard to access the Agent Screen.
2. Using your up and down arrows or your mouse, select the Operator you want to edit and press Enter to open the Agent window.
3. Make your necessary changes.
4. Press the Enter key select OK with your mouse to save your changes.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting an Operator

1. Press SG on your keyboard to access the Agent Screen.
2. Using your up and down arrows or your mouse, highlight the operator you want to delete.
3. Click the Delete Icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. The Operator has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Message Formats

This section of setup is where you manage an unlimited number of message formats to be used when setting up your client pages. This section allows you to create, copy, delete and edit message formats. When you access this area you are presented with the following screen, which has two sections. The left side of the screen is where your saved Message Formats are stored and the larger white area on the right is where you do all your formatting.

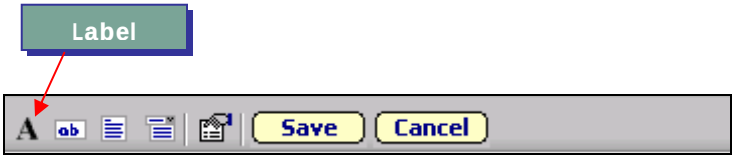


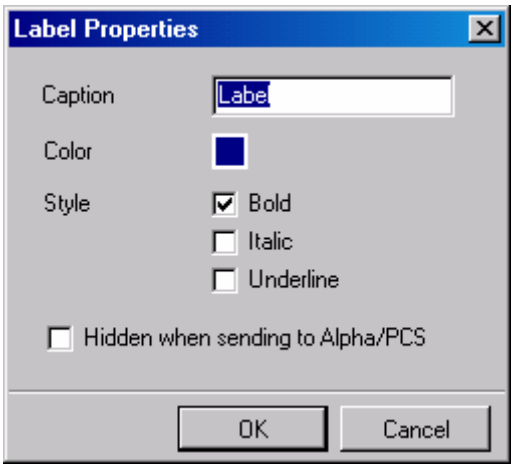
Formatting Menu

When you select an existing Message Format to edit, or are going to create a new one, you will be presented with a formatting menu. Each menu item is unique and have their own properties associated with them. Before going further it is important to understand what these options do and how they work.

Label

Inserts a new Label into the Message Formatting Area. A Label is text that is used to prompt the operator what information to input into the message. Double clicking on the label will display the Label Properties box.





Label Properties

Caption
Area that allows you to change the display text of a Message Format.

Color
Area where you select what color you want your Label to be. OnviCall's default color is blue. To change the color, left click in the box and you will be presented with a color palette. Select the new color you want and press OK.

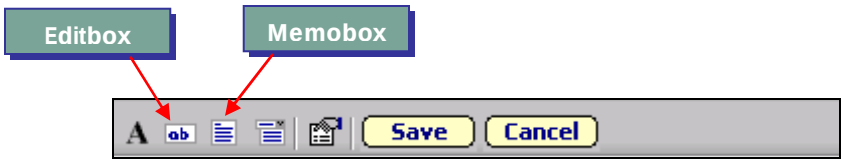
Style
Area where you can chose if you want your text to be **Bold**, *Italic* or Underlined.

Hidden when sending to Alpha/PCS
Placing a check mark here will not send the contents of the label when sending the message via Alpha/PCS pagers.

Note: *Using %M as an actual label will send the actual message number to the alpha pager (do not hide label if you utilize this option).*

Editbox and Memobox

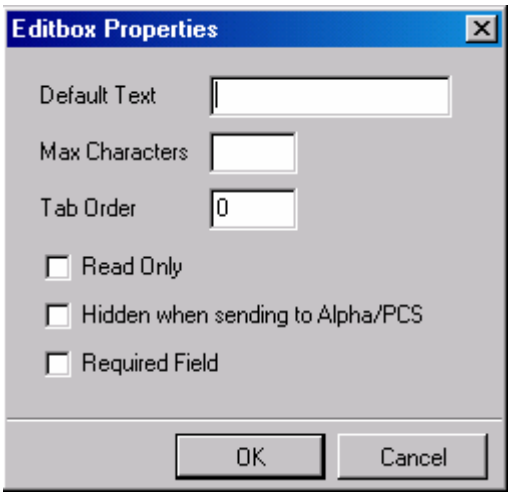
Editbox and Memobox are very similar except that selecting Editbox will insert a single line edit box into the Message formatting area, and Message box will insert a multi-line box into the formatting area.



A single line edit box is more suited for entering the name of a caller or street address while the Memobox is more suited for entering a bulk message.

Once inserted into the Message Format Area, double left click on the text box with your mouse to access the box properties, you will be presented with the following options:

Editbox and Message Box Properties



Default Text
Text to be pre-populated in the box when a new message window is opened.

Note: *Typing "%callerid" as default text will import the caller id of the incoming call when you are in MN (message new) mode directly into the message ticket.*

Max Characters
The maximum amount of characters allowed in the Editbox. *(**Note:** Some paging companies dictate how many characters can be sent over in a page. If you know that your client gets their dispatches by alpha pager, you would want to set your character parameters here.)*

Tab Order
A setting here will tell the OnviCall program what box to jump to first when tabbing through a message window. For instance, if you enter a 1, that box will be the first box your cursor goes to even if it is not the first box in the message window.

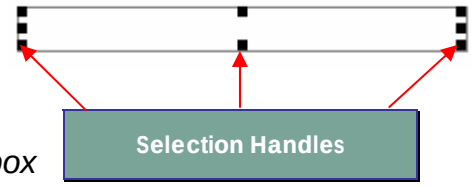
Read Only
Placing a check mark here tells the OnviCall program that the contents of this box are fixed and cannot be altered.

Hidden when sending to Alpha/PCS
Placing a check mark here will not send the contents of the box when sending the message via Alpha/PCS pagers.

Required Field
Placing a check mark here will not let you save the message without having information populated in this field.

Resizing boxes

When you drag a box into the formatting area, you may need to resize it so it fits better in your Message Format window. To resize your box:



1. Click on the box with your mouse to highlight it. It should now look like the box shown here with small black highlight boxes (selection handles) all around it.

   Depending on where you place your pointer on the box will determine how you can resize it.

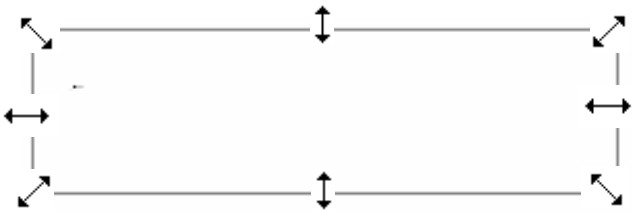
2. Place your pointer directly on top of the selection handles and it will change into the appropriate arrow.

   ↔ Resizes from left to right to increase or decrease length size.

   ↘ Resizes from lower right and upper left corners to increase or decrease total size.

   ↗ Resizes from lower left and upper right corners to increase or decrease total size.

   ↕ Resizes from top and bottom to increase or decrease thickness.



Note: Selection handles are covered over by the arrows.

3. Once you have the arrow, you may click, hold and drag inward to shrink the box or outward to expand it.

Moving boxes

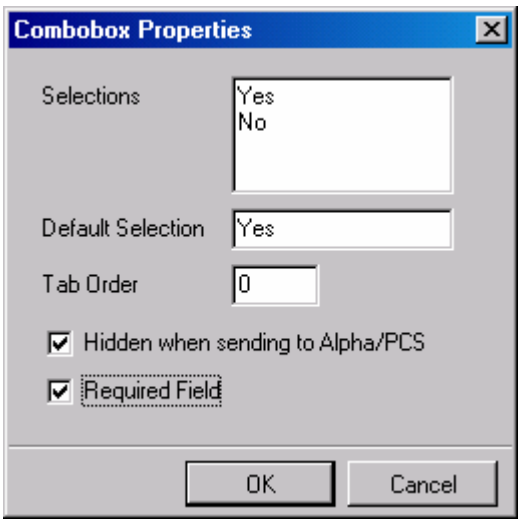
1. Click on the box with your mouse to highlight it.
2. Place your pointer over the white area in middle of the box (do not grab any selection handles).
3. Once you have selected the box, you may click and drag the box to the position within the formatting area that you want.

Combobox

Inserts a Combobox into the Message Formatting Area. This box allows you to setup selections for a drop-down list. The operator will then be able to choose one item from the list. The choices are visible in a small rectangle and when the operator clicks on it, a list of items is revealed below it.

Once inserted into the Message Format Area, double left click on it with your mouse to access the box properties, you will be presented with the following options:

Combobox Properties



Selections
This is where you put the drop-down selections you want available to the operator. Simply type in the selection and press the enter key on your keyboard to go to the next line to enter additional ones.

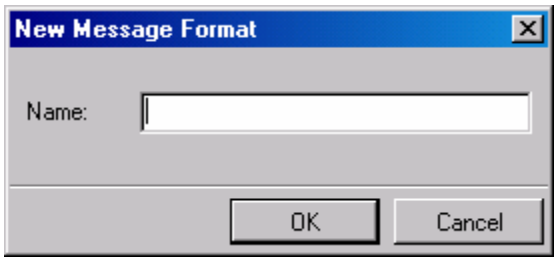
Default Selection
The default selection that will automatically be populated in the drop-down box when a new message is opened.

Tab Order
A setting here will tell the OnviCall program what box to jump to first when tabbing through a message window. For instance, if you enter a 1, that box will be the first box your cursor goes to even if it is not the first box in the message window.

Hidden when sending to Alpha/PCS
Placing a check mark here will not send the contents of the box when sending the message via Alpha/PCS pagers.

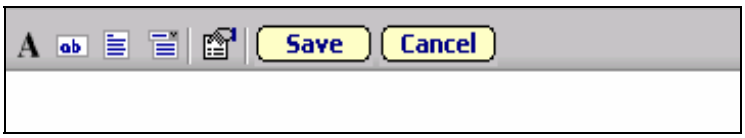
Required Field
Placing a check mark here will not let you save the message without having information populated in this field.

Creating a New Message Format



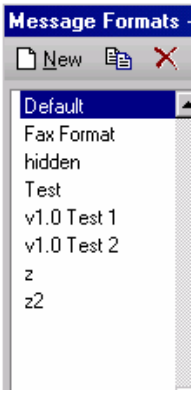
1. Press SF on your keyboard to access the Message Formats area.
2. Press "N" on your keyboard or click on the "New" Icon and you will be asked to name the Message Format.
3. Enter the name for the new Message Format and press enter on your keyboard or select OK with your mouse. (The name now appears on the left side of the screen and you are presented with a blank Message Setup Window.)

   Above the new Message Setup window you will see the formatting menu.

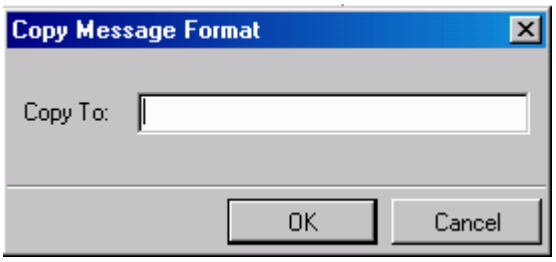


4. Select an Item by left clicking on it then moving your pointer (dragging the item) into the Formatting Area and release the button on your mouse.
5. Continue adding your items until your desired message format is achieved.
6. Click on Save to save changes and exit the formatting area.

Copying a Message Format



1. Press SF on your keyboard to access the Message Formats area.
2. From the Saved Message formats area, highlight a Message Format you want to copy.
3. Click on the Copy icon from the menu above the file list.
4. You will be prompted to enter the name of a file you want to copy the message format to.



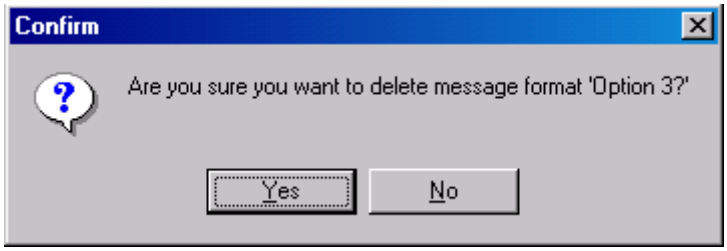
5. Enter the name for the new Message Format.
6. Press Enter on your keyboard or select OK with your mouse.

Editing a Message Format

1. Press SF on your keyboard to access the Message Formats area.
2. From the Saved Message formats area, highlight a Message Format you want to edit.
3. Click on the Edit icon from the menu above the file list.
4. Make your changes.
5. Click on Save to save changes and exit the formatting area.

Deleting a Message Format

1. Press SF on your keyboard to access the Message Formats area.
2. From the Saved Message formats area, highlight a Message Format you want to delete.
3. Click on the Delete icon from the menu above the file list.
4. A Warning box appears asking you if you are sure.



5. Select Yes.
6. Your Message Format has now been deleted.

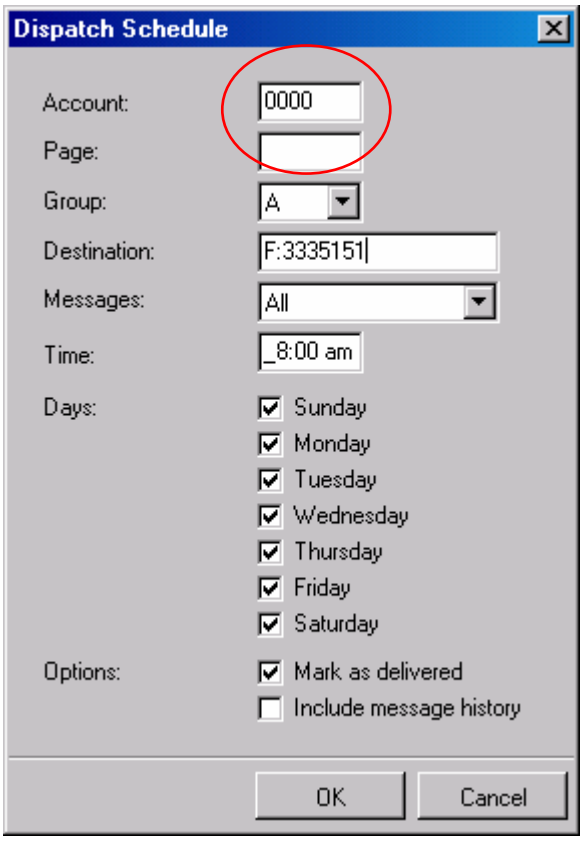
When you delete a Message Format, any accounts in the Operator Program that utilized this particular message format you just deleted, will now appear with an empty message window. Be sure to fill those message windows with a new message format.

Dispatch Schedules

This section of setup is where you set up and manage unlimited dispatch schedules for all accounts.

Creating a Dispatch Schedule here is the same as creating it in Account Setup at the Page level; except that you will need to enter the account and page number you are creating the schedule for. Dispatches can be sorted by clicking on the column headings.

Creating a New Dispatch Schedule



1. Press SS on your keyboard to access the Dispatch Setup area.
2. Press "N" on your keyboard or click the New Icon.
3. Complete the form by setting up your schedule as needed.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Editing a Dispatch Schedule

1. Press SS on your keyboard to access the Dispatch Setup area.
2. Using your up and down arrows or your mouse, select the entry you want to edit and press Enter to open the listing or double click with your mouse.
3. Click the Edit Icon.
4. Make your necessary changes.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting an Dispatch Schedule

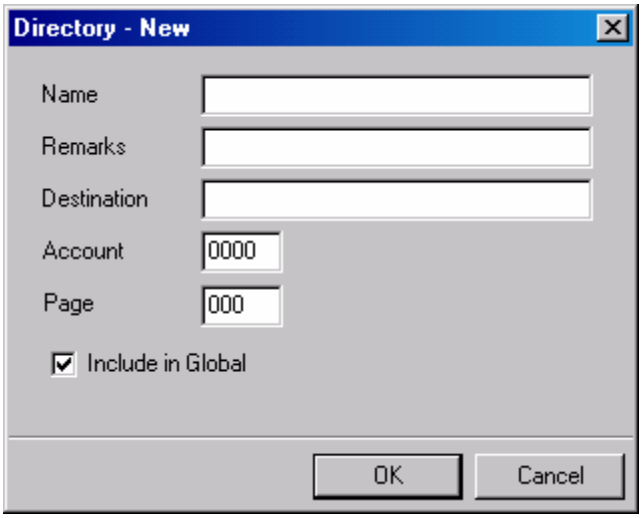
1. Press SS on your keyboard to access the Dispatch Setup area.
2. Use the up and down arrow keys or your mouse to highlight the entry you want to delete.
3. Click the Delete Icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. Your entry has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Directory

This section of setup is where you set up and manage new contact information for all accounts on a global or local level.

Creating a Directory entry here is the same as creating it in Account Setup at the Page level, except that you will need to enter the account and page number for the Directory entry.

Creating a New Directory Listing



1. Press SD on your keyboard to access the Directory area.
2. Press “N” on your keyboard or click the New Icon and the Directory New window opens.
3. Enter client name, remarks, direct dial numbers, account and page.
4. Press the spacebar to put a check mark on the tag labeled “Include in Global” to include in system wide searches.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

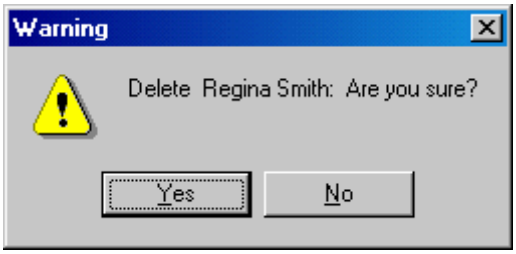
NOTE: *When you create a new name and include it in the Global directory, it is available here in the Global Directory. When you remove the check mark, you then make it a local entry, you will have to search through the OnviCall Operator program and perform a Job Local search to find it.*

Editing a Directory Listing

1. Press SD on your keyboard to access the Directory area.
2. Using your up and down arrows or your mouse, select the entry you want to edit and press Enter to open the listing or double click with your mouse.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting a Directory Listing

1. Press SD on your keyboard to access the Directory area.
2. Use the up and down arrow keys or your mouse to highlight the entry you want to delete.
3. Press the Delete icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. Your entry has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.



Events

A function in OnviCall that lets you set up scheduled reminders that occur in advance for daily, weekly, or monthly account notification. The event will appear in the form of an echo set to an Event Message programmed by management. Common events include services performed on a daily basis per client request, such as wake up calls or meeting reminders.

Creating an Event here is the same as creating it in Account Setup at the Page level, except that you will need to enter the account and page number for the Event.

Creating a New Event

1. Press SE on your keyboard to access the Events area.
2. Press the letter “N” on your keyboard or Click the New Icon with your mouse.
3. Complete the form by entering event name, the message or purpose of the event and the schedule that follows. You can set an event to occur only once or weekly.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Editing an Event Schedule

1. Press SE on your keyboard to access the Events area.
2. Use the up and down arrow keys or your mouse to highlight the entry you want to edit and press Enter or click the Edit Icon.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting an Event Schedule

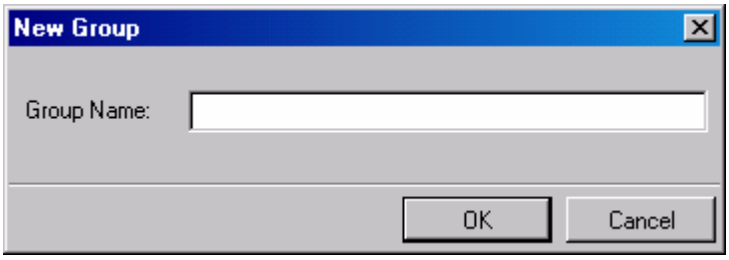
1. Press SE on your keyboard to access the Events area.
2. Using your up and down arrows or your mouse select the Event you want to delete.
3. Click the Delete Icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. Your Event has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Groups

This area of Setup is where you setup and manage all Groups for your call center.

Creating a Group

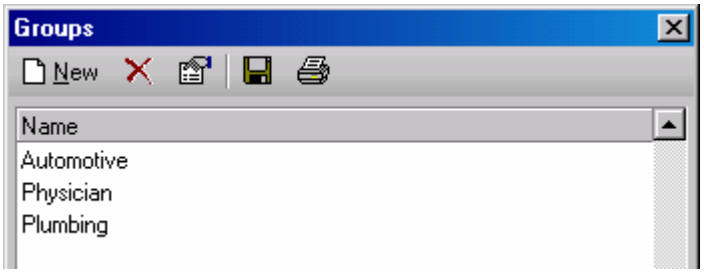
1. Press SR on your keyboard to access the Group Setup area.
2. Press the letter “N” on your keyboard or Click the New Icon with your mouse.
3. Enter the name for the new Group and press enter on your keyboard or select OK with your mouse.



4. Your new Group name will now appear in the Group list.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console.

NOTE: *An account can only have one Group designation.*

Editing a Group



1. Press SR on your keyboard to access the Group Setup area.
2. Use your up and down arrow keys or your mouse to highlight the entry you want to edit and press Enter or click the Edit Icon.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

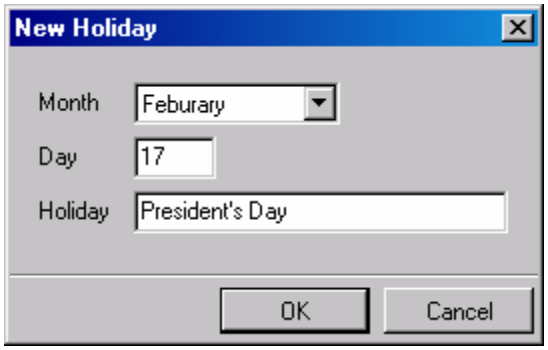
Deleting a Group

1. Press SR on your keyboard to access the Group Setup area.
2. Use your up and down arrow keys or your mouse to highlight the entry you want to delete and press Enter or click the Delete Icon.
3. Click the Delete Icon.
4. A Warning box appears asking you if you are sure.
5. Select Yes.
6. Your Group has now been deleted.
7. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Holidays

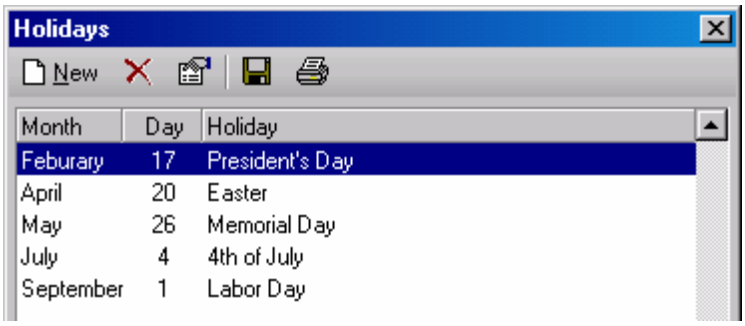
This area of Setup is where you setup and manage your Holiday Schedule for your call center. If the call schedules and all other settings do not have holiday weekends and holiday weekdays checked then they will not be turned on during the holidays.

Creating a New Holiday



1. Press SH on your keyboard to access the Holiday Setup area.
2. Press the letter "N" on your keyboard or Click the New Icon with your mouse.
3. From the drop down list select the Month of the holiday, enter the date and holiday name press enter on your keyboard or select OK with your mouse.
4. Your new Holiday will now appear in the Holiday list.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Editing a Holiday



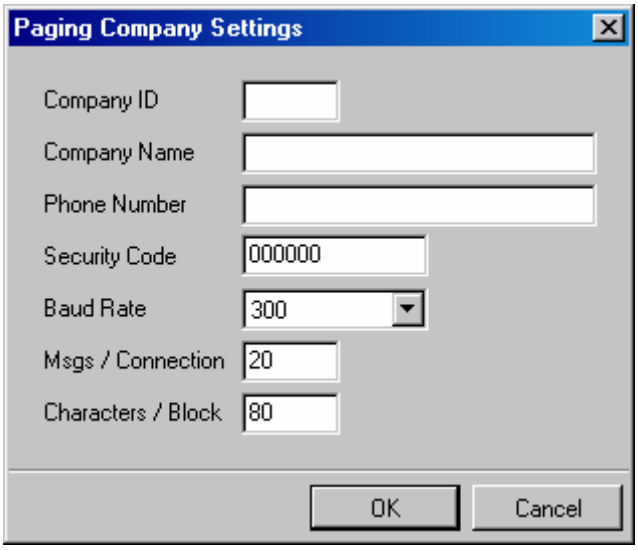
1. Press SH on your keyboard to access the Holiday Setup area.
2. Use your up and down arrow keys to highlight the entry you want to edit and press Enter or click the Edit Icon.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting a Holiday

1. Press SH on your keyboard to access the Group Setup area.
2. Use your up and down arrow keys to highlight the entry you want to delete and press Enter or click the Delete Icon.
3. A Warning box appears asking you if you are sure.
4. Select Yes.
5. Your Holiday has now been deleted.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Paging Companies

This area of Setup is where you setup and manage your Paging Company accounts. Some information required to complete this information needs to be supplied from the paging company. Before learning how to create a New Paging company, it is important to detail what each setting is.



Settings Descriptions

Company ID This is determined by the Call Center and is the number you designate for the paging company.

Company Name The name of the paging company.

Phone Number The tower number to dial when sending a page. Supplied by the paging company.

Security Code Some paging companies require a security code to be entered upon dialing in; the paging company supplies this.

Baud Rate The speed in which data is transmitted. Supplied by the paging company.

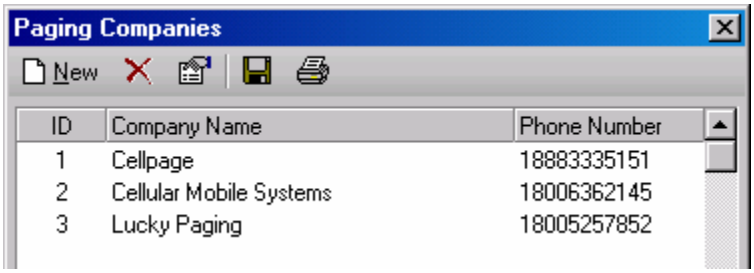
Msgs/Connection How many messages the paging company can receive in one phone call. Supplied by the paging company.

Characters/Block How many characters per message the paging company will accept. Supplied by the paging company.

Creating a New Paging Company

1. Press SP on your keyboard to access the Paging Company area.
2. Press the letter “N” on your keyboard or Click the New Icon with your mouse.
3. Based on the information you just read above, fill in the remaining information.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Editing a Paging Company



1. Press SP on your keyboard to access the Paging Company area.
2. Use your up and down arrow keys to highlight the entry you want to edit or use your mouse and press Enter or click the Edit Icon.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Deleting a Paging Company

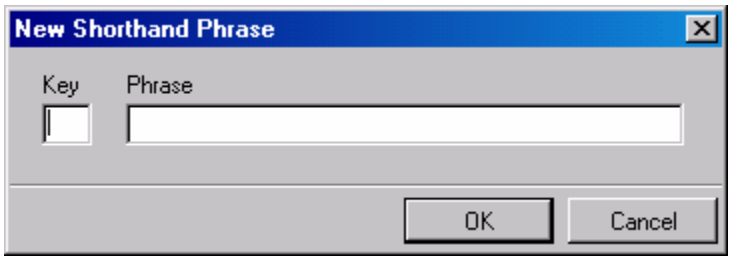
1. Press SP on your keyboard to access the Paging Company area.
2. Use your up and down arrow keys to highlight the entry you want to delete and press Enter or click the Delete Icon.
3. A Warning box appears asking you if you are sure.
4. Select Yes.
5. Your Group has now been deleted.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

Shorthand Table

This area of Setup is where you define custom key phrases for your Operator's to use in the OnviCall Operator program to make message recording easier.

Creating a Shorthand Phrase

1. Press SO on your keyboard to access the Shorthand Table area.
2. Press the letter "N" on your keyboard or Click the New Icon with your mouse.
3. Enter a number from "1" to "9" or a letter from "A" to "Z" to assign as the phrase's short cut key.

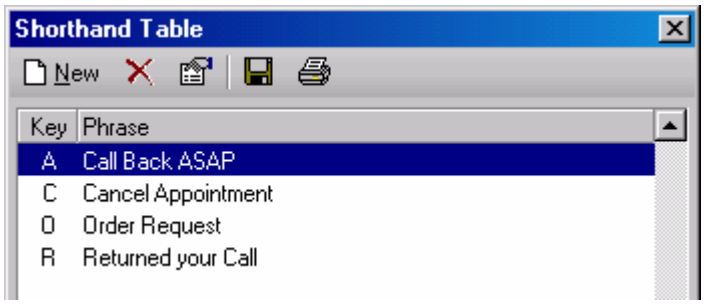


4. Type in the phrase you want OnviCall to insert when the Operator uses the shortcut key.
5. Press Enter or Click OK.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

System Shorthand Table commands:

- %T – OnviCall fills in the time (12-hour am/pm time) in the shorthand phrase.
- %O – OnviCall fills in the operator's initials using the shorthand phrase.
- %D – OnviCall fills in the date when using a shorthand phrase.
- %Dow – OnviCall fills in the Day of the Week when using a shorthand phrase.

Editing a Shorthand Phrase



1. Press SO on your keyboard to access the Shorthand Table area.
2. Use your up and down arrow keys or your mouse to highlight the entry you want to edit and press Enter or click the Edit Icon.
3. Make your necessary changes.
4. Press Enter or Click OK.
5. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

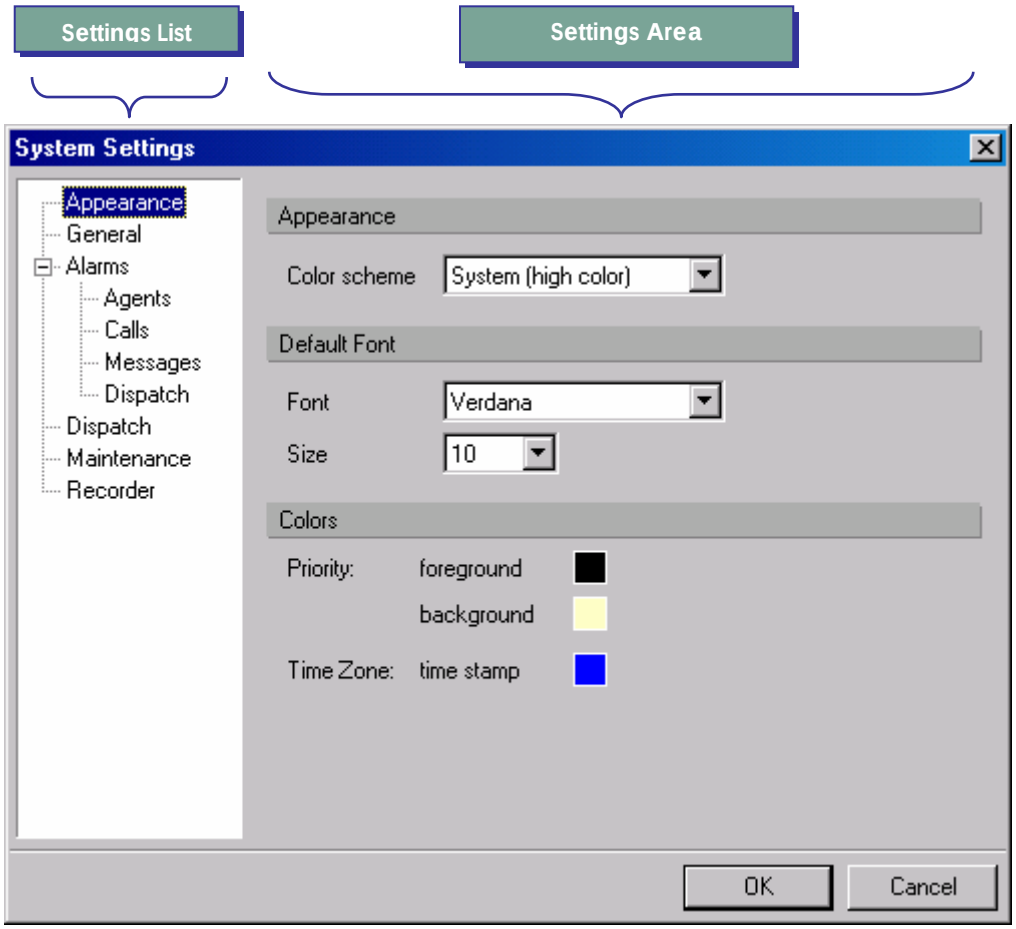
Deleting a Shorthand Phrase

1. Press SO on your keyboard to access the Shorthand Table area.
2. Use your up and down arrow keys or your mouse to highlight the entry you want to delete and press Enter or click the Delete Icon.
3. A Warning box appears asking you if you are sure.
4. Select Yes.
5. Your Group has now been deleted.
6. Click on the X in the upper right corner of the window or press the Esc key to return to the Managers Console window.

System Settings

This area in Setup allows you to control your service and network operations through the System Settings. The screen is broken down into two parts. The left side is the Settings List where you select what area within OnviCall you want to set preferences for and the right side the Settings area where you actually establish your settings.

When you select an area from the settings list with your mouse, you will be presented with a different set of options on the right side for each section. There are six main sections that are outlined on the following pages.

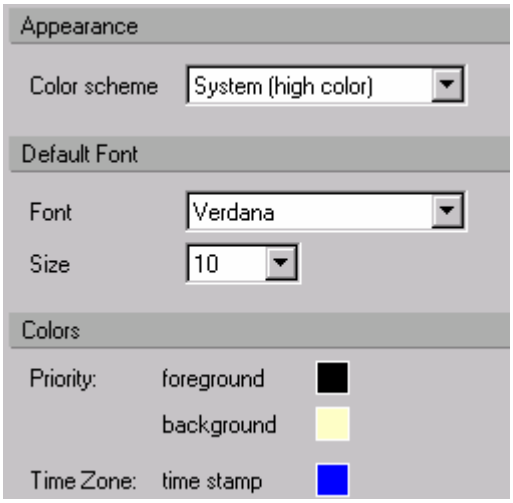


Appearance

By default System Settings opens to the Appearance window. This area lets you control the look of the OnviCall Operator program.

Color Scheme

When you click in the drop down list for color scheme you are presented with six options. In order to help you understand how these schemes work, we are going to presume your background is set to "Windows Standard" which has a gray background as seen in the screen to the right.



System (high color) – turns all background windows in the Operator program white, makes the Answer Phrase background a lighter shade of gray with black text.

System (low color) – turns all background windows in the Operator program white, makes the Answer Phrase background a darker shade of gray with black text.

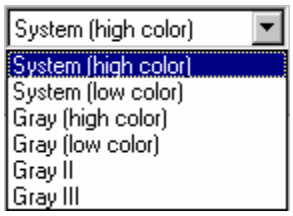
Gray (high color) – turns all background windows in the Operator program a lighter shade of gray except when in edit mode, the individual window being edited turns white.

Gray (low color) – turns all background windows in the Operator program the same shade as the program background except when in edit mode, the individual window being edited turns white.

Gray II – turns all background windows in the Operator program a darker shade of gray except when in edit mode, the individual window being edited turns white.

Gray III – turns all background windows in the Operator program a medium shade of gray except when in edit mode, the individual window being edited turns white.

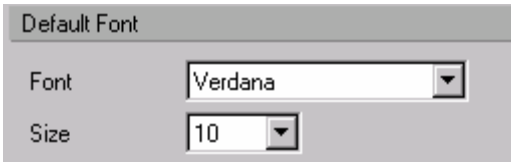
Setting your Color Scheme



1. Press SY on your keyboard to access the System Settings area, the settings list defaults to Appearance.
2. Next to Color Scheme, click in the drop down list and select your desired scheme.
3. Press Enter or click OK with your mouse to return to the Managers Console window.

Default Font

This area lets you change the default font style and size for messages and update windows within the OnviCall Operator program. There are five font styles to choose from. The default is Verdana size 10 (recommended for best viewing).

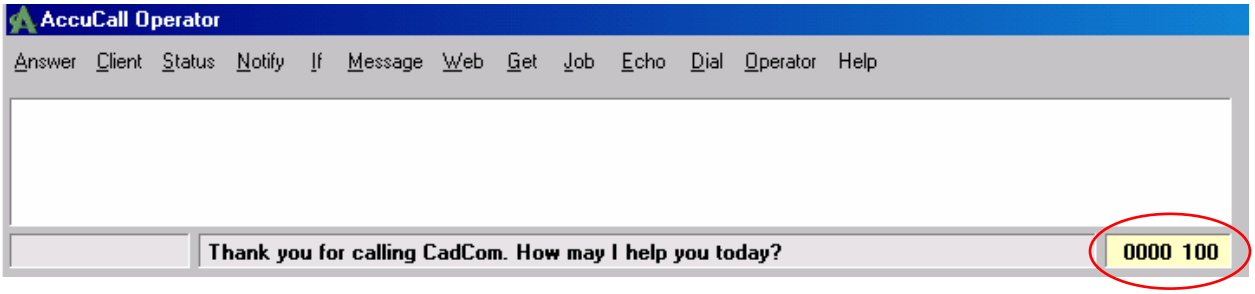


Changing the Default Font and Size

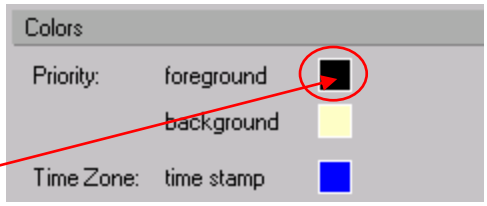
1. Type SY on your keyboard to access the System Settings area, the settings list defaults to Appearance.
2. Under Default Font, click in the drop down list and select your desired font.
3. Click in the drop down and select your desired font size.
4. Press Enter or click OK with your mouse to return to the Managers Console window.

Colors

This area lets you change the look of incoming priority calls in the Call Display window as well as highlight the account and page number on the talk line in the OnviCall Operator Program if an account is set as a Priority account. This area is where you would also change the color of the text indicating a Time Zone difference for an account.



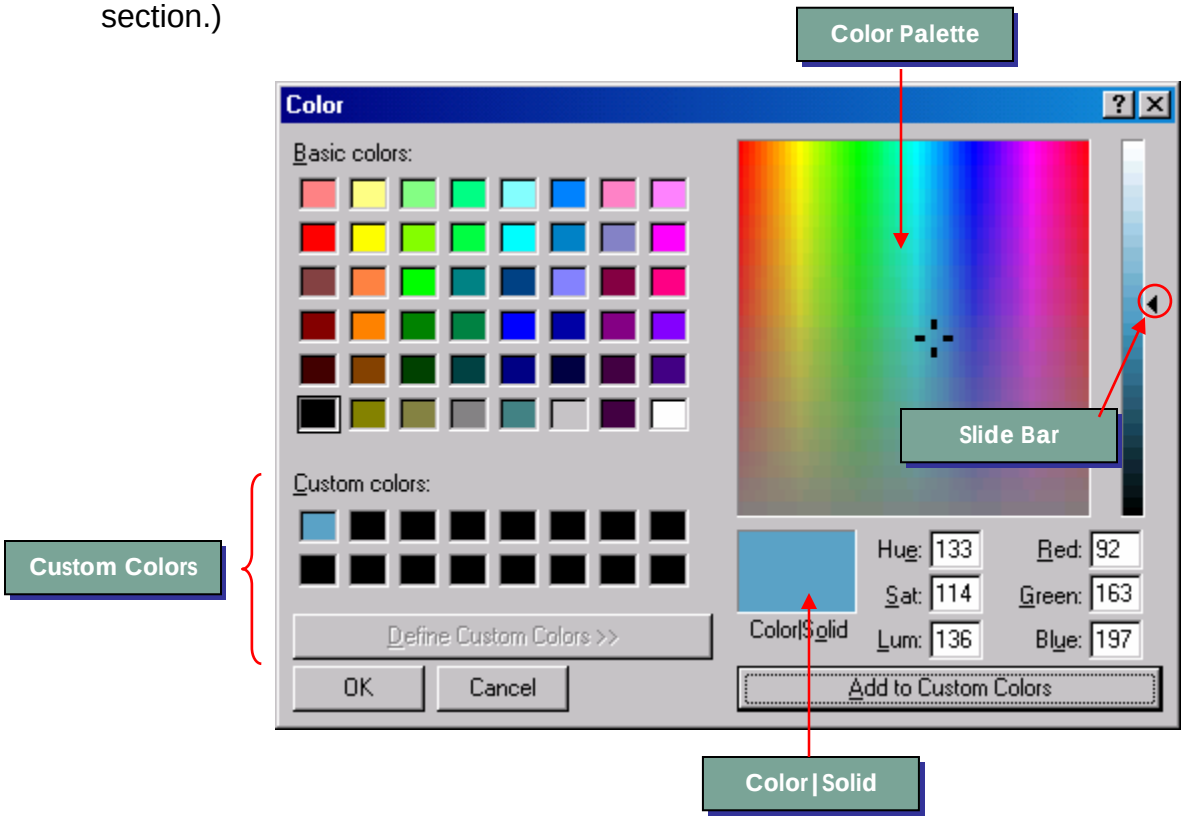
Changing Colors



1. Type SY on your keyboard to access the System Settings area, the settings list defaults to Appearance.
2. Left click with your mouse on the colored box next to foreground and you are presented with a color palette.
3. Select your desired foreground color by clicking on it with your mouse.

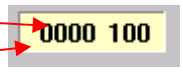
   If you want more color options,

   a. Click on "Define Custom Colors" and you are presented with a more in depth color palette.
   b. Click on a color from the color palette.
   c. Use your mouse to move the slide bar to increase or decrease the shade.
   d. When you find a color you like, displayed in the "Color|Solid" area, click on "Add to Custom Colors" and your color will appear in the Custom Colors section.)



4. Click OK. You are brought back to the first Color window.
5. Click OK again to be brought back to the System Setting window.
6. Repeat steps 2 through 5 for background and Time Zone.

Foreground – The color of the text.
Background – The color of the window.

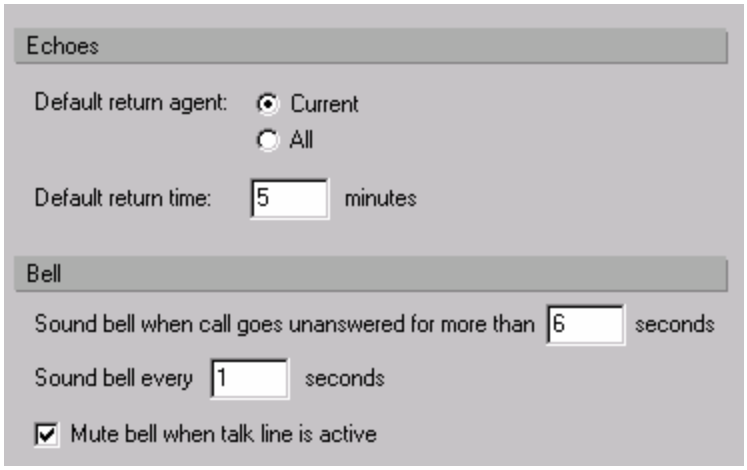


General

This area of System Settings is where you set your Echo and Bell Options. To display the options available to you, click on “General” on the Settings List. You will be presented with the following screen.

Echo Settings

This area lets you define whether an echo will return to the Current Operator or All Operators as well as the amount of time it will take before an Echo is returned to that Operator. To change your settings here:



1. Click in the white circle (radio button) next to Current or All to select your desired setting.

2. Place your mouse in the “Default return time” box and type the desired amount of minutes.

3. Click OK to return to the Managers Console.

Bell Settings

This area lets you define how many seconds to wait before sounding an alarm to let you know there has been a call waiting to be answered. You have the option to Mute the bell here as well. To change your settings here:

1. Place your mouse in the “Sound Bell when call goes unanswered more than” box and type the desired amount of seconds.

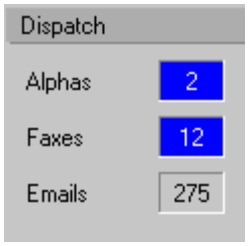
2. Place your mouse in the “Sound Bell every _____” box and type the desired amount of seconds you want the bell to continue to ring.

   If you want to mute the Bell, place a check mark in the box next to “Mute bell when talk line is active” by clicking into the box or pressing your spacebar while on that area.

3. Click OK to return to the Managers Console.

Alarms

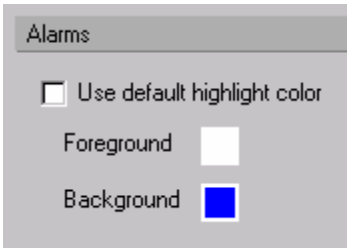
This area of System Settings is where you set your alarm options. If a number exceeds an amount set here, OnviCall will highlight the area on the Managers Console to alert you of a potential problem. To access this area, Click on “Alarms” in the Settings Tree. There are four sections to the Alarm area that are outlined below.



Appearance

This is where you set the color you want the Alarm to be. When the set number is exceeded, the area for that value will change color on the Manager’s console. In this example Alpha’s and Faxes have exceeded the amount set and have turned a blue background with white text (default settings) to alert you to a potential problem.

Changing the Alarm Color



1. Type SY on your keyboard to access the System Settings area and click on Alarms from the Settings Tree.
2. Left click with your mouse on the colored box next to foreground and you are presented with a color palette.
3. Select your desired foreground color by clicking on it with your mouse.

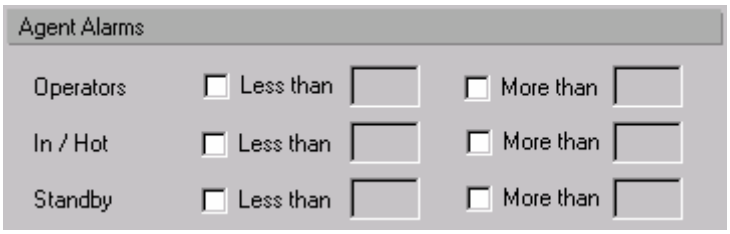
   See detailed instructions in the Changing Colors section if you need assistance.
4. Select your desired background color by clicking on it with your mouse.
5. Click OK to return to the Managers Console.

NOTE: *If you do not want to select new colors and want to use the ones preset, place a check mark in the “Use default highlight color”.*

Agents

This area lets you set up Alarms to let you know how many Operators are Connected, Logged On and In Rotation in the OnviCall system in real time. You can select to set Less than and More than, while it is possible for you to have settings for both, it is recommended that you use one or the other.

Setting Agent Alarms

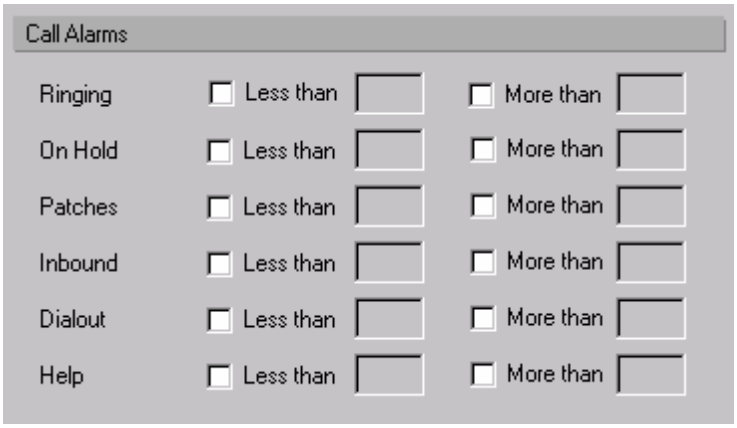


1. Type SY on your keyboard to access the System Settings area and click on Agents under Alarms on the Settings Tree.
2. Next to "Operators" put a check mark in front of Less than or More than to make the area available for editing.
3. Enter your value in Less than or More than.
4. Repeat the steps above for In / Hot and Standby.
5. Press OK when completed to return to the Managers Console.

Calls

This area lets you set alarms to keep you aware of all calls that come into the OnviCall system. You can set values for calls Ringing, On Hold, Patches, Inbound, Dialouts and Help calls.

Setting Call Alarms

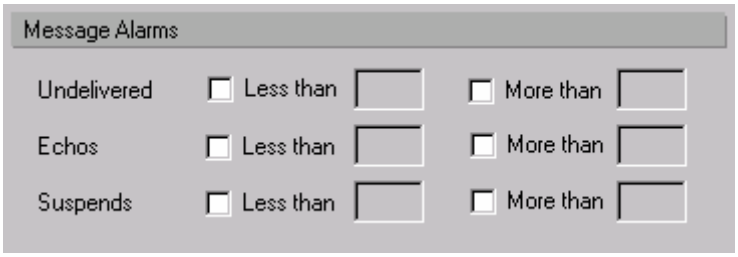


1. Type SY on your keyboard to access the System Settings area and click on Calls under Alarms on the Settings Tree.
2. Next to "Ringing" put a check mark in front of Less than or More then to make the area available for editing.
3. Enter your value in Less than or More than.
4. Repeat the steps above for On Hold, Patches, Inbound, Dialout and Help settings.
5. Press OK when completed to return to the Managers Console.

Messages

This area lets you set alarms to keep you aware of all your Message activities.

Setting Message Alarms

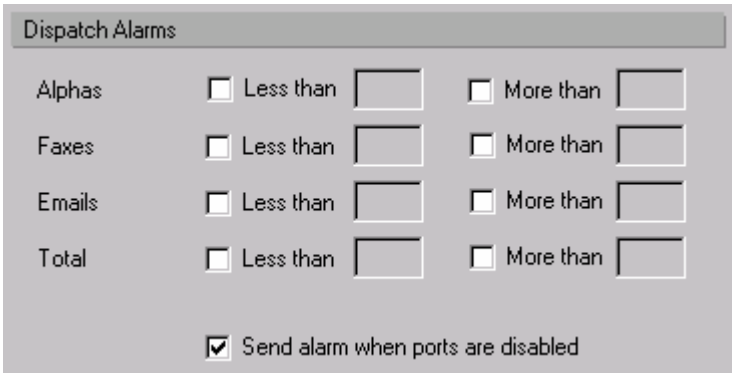


1. Type SY on your keyboard to access the System Settings area and click on Messages under Alarms on the Settings Tree.
2. Next to "Undelivered" put a check mark in front of Less than or More then to make the area available for editing.
3. Enter your value in Less than or More than.
4. Repeat the steps above for Echoes and Suspends.
5. Press OK when completed to return to the Managers Console.

Dispatch

This area lets you set alarms to keep you aware of all your Dispatch activities.

Setting Dispatch Alarms

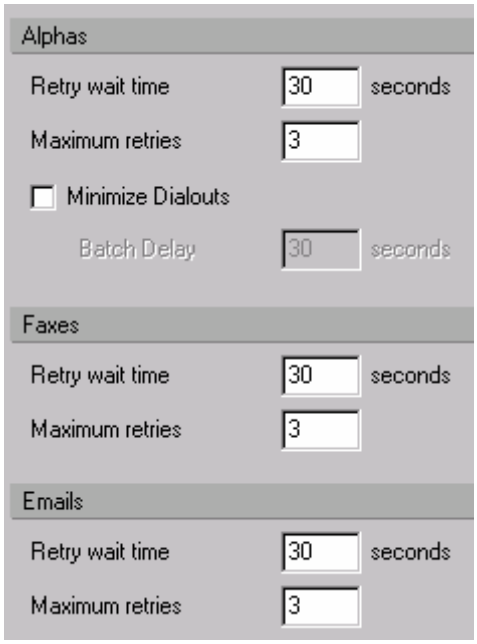


1. Type SY on your keyboard to access the System Settings area and click on Dispatch under Alarms on the Settings Tree.
2. Next to "Alphas" put a check mark in front of Less than or More then to make the area available for editing.
3. Enter your value in Less than or More than.
4. Repeat the steps above for Faxes, Emails and Total.
5. **Send alarm when ports are disabled:** Placing a check mark here will tell OnviCall to trigger an alarm if a port has become disabled after three unsuccessful attempts.
6. Press OK when completed to return to the Managers Console.

Dispatch

This area in System Settings lets you determine the number of times OnviCall will attempt to retry Dispatch attempts for Alphas, Faxes and Emails.

Setting Dispatch Delivery Parameters



1. Type SY on your keyboard to access the System Settings area and click on Dispatches on the Settings Tree.
2. In the Alphas area type in the number of seconds for OnviCall to wait prior to resending an alphanumeric page.
3. Type in the maximum number of times for OnviCall to retry to send the page.

   Minimize Dialouts: Placing a check mark here will tell OnviCall to send out alphanumeric pages in batches. When you place a check mark, the "Batch Delay" becomes available for you to enter the amount of seconds for the delay.
4. Repeat the steps above for Faxes and Emails.
5. Press OK when completed to return to the Managers Console.

Maintenance

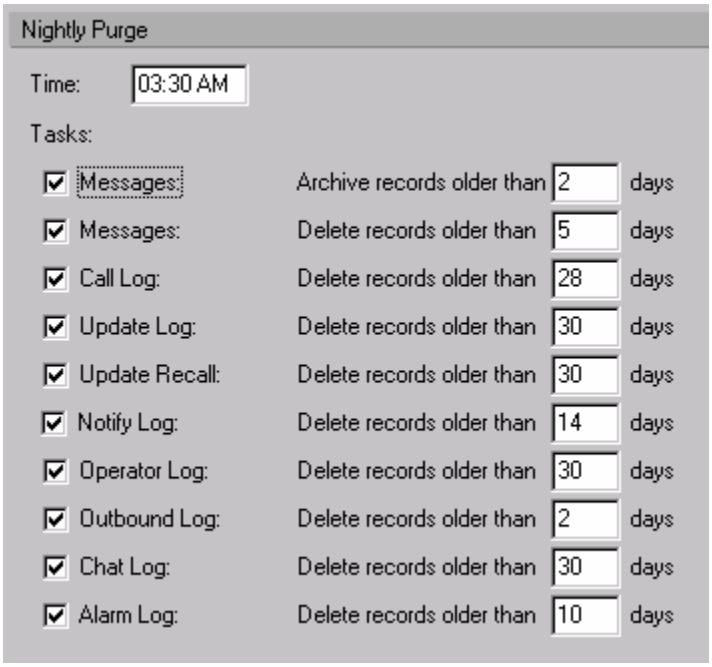
This section of System Settings is where you define archive and nightly purge parameters for messages and logs. This is a system wide archive and purge.

Setting Maintenance Parameters

1. Type SY on your keyboard to access the System Settings area and click on Maintenance on the Settings Tree.
2. Press your tab key or use your mouse to go to the time field and enter the "Time" you want OnviCall to perform its maintenance tasks.
3. Tab to "Messages" and press the space bar to put a check mark in the box or click in the box with your mouse.
4. Tab to or select with your mouse the "Archive records older than" field and enter the number of days for OnviCall to wait prior to archiving old messages.

   Note: *The Archive Records mentioned in step #4 refers to delivered messages in the Operator Program or Message Recall in the Operator Program.*

5. Tab to "Call Log" and press the space bar to put a check mark in the box or click in the box with your mouse.
6. Tab to or select with your mouse the "Delete records older than" field and enter the number of days for OnviCall to wait prior to archiving old messages.
7. Repeat steps 5 and 6 until you have completed setting your parameters.
8. Press OK when completed to return to the Managers Console.



Recorder

This section of System Settings is where you define where your voice recordings will be saved on your server. The default value should be \\Switchsrv\d, which is the location of your server or you can type in the physical IP address of your server.

Setting Recorder Parameters

1. Type SY on your keyboard to access the System Settings area and click on Recorder on the Settings Tree.
2. Press your tab key or use your mouse to go to the "Playback path".

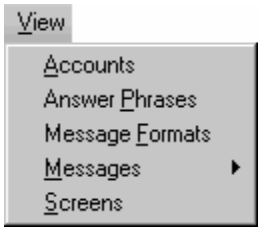
3. Enter a path as shown in the example below.

   Note: *The example below will not reflect* ***your*** *IP address it is simply a model for you to follow.*

   Example: IP Address of server: \\192.168.1.202\d\recordings

   SBX NOTE: Your drive letter will be an '**E'** rather than a '**D'**
   \\192.168.1.202\e\recordings

4. Press OK when completed to return to the Managers Console.



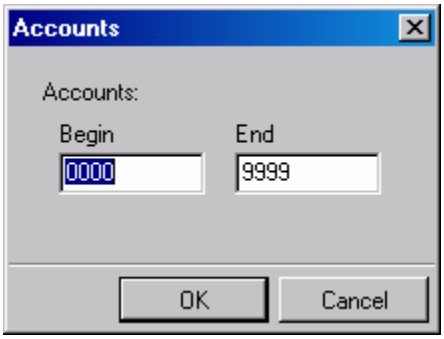
The View Menu gives you a read-only display for your Accounts, Answer Phrases, Message Formats, Messages by Account and Agent and Screens. You can get a listing of all accounts and agents or target an account or agent. All screens give you the option to save them to a file and print. If you need assistance in saving output, please refer to the "Saving a Report to a File" section. The View Menu has five sections outlined below.

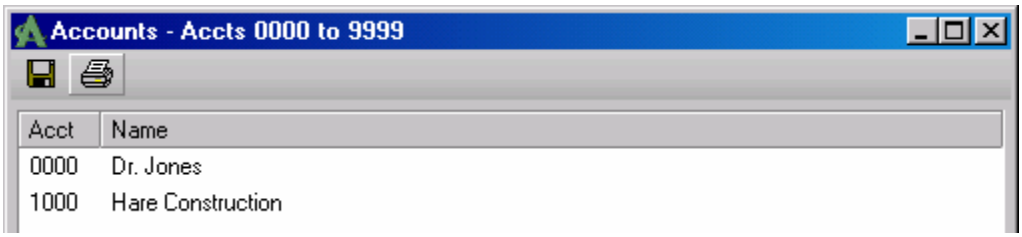
Accounts

Selecting Accounts will give you a read only listing of your accounts. You can select to see a listing of all accounts or a range of accounts.

Viewing Accounts

1. Press VA on your keyboard.
2. Enter the Accounts you want to view.
3. Press Enter on your keyboard or select OK with your mouse, a screen similar to the one below is displayed.
4. To close this window, click on the X in the upper right corner.





Heading Descriptions

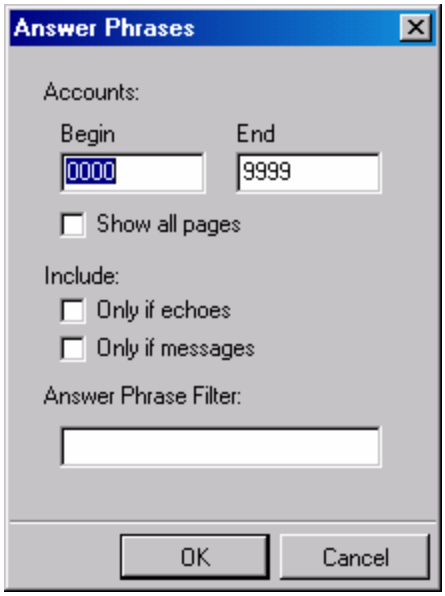
Acct Displays the account number.

Name Displays the account name.

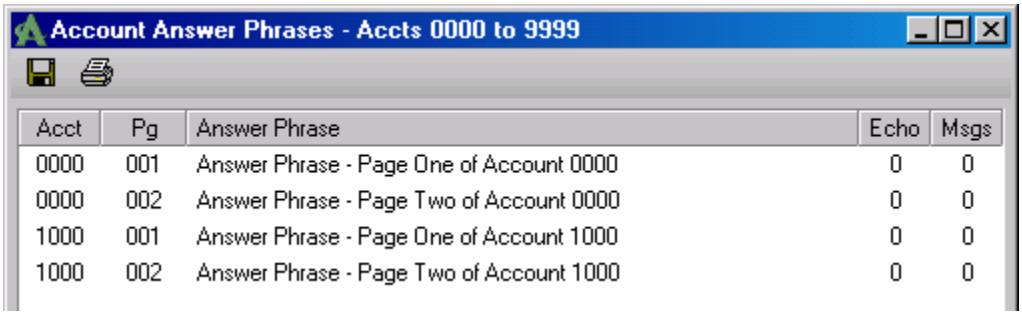
Answer Phrases

Selecting Answer Phrases will give you a read-only listing of Answer Phrases by Account. You can select to see a listing of all accounts or a range of accounts.

Viewing Answer Phrases



1. Press VP on your keyboard.
2. Enter the Accounts you want to view.
3. Place a check mark in "Show all pages" if you want to view all pages on the account otherwise leave it blank to return only the default page on the account.
4. Place a check mark in "Only if echoes or messages" if you want OnviCall to return a listing of Answer Phrases that currently contain echoes or messages only.
5. To have OnviCall Filter Answer Phrases, enter the text you want OnviCall to find in the "Answer Phrase Filter" field.
6. Press Enter on your keyboard or select OK with your mouse, a screen similar to the one below is displayed.
7. To close this window, click on the X in the upper right corner.



Acct	Pg	Answer Phrase	Echo	Msgs
0000	001	Answer Phrase - Page One of Account 0000	0	0
0000	002	Answer Phrase - Page Two of Account 0000	0	0
1000	001	Answer Phrase - Page One of Account 1000	0	0
1000	002	Answer Phrase - Page Two of Account 1000	0	0

Heading Descriptions

Acct Displays the account number.

Pg Displays the page number within the account.

Answer Phrase Displays the Answer Phrase for the page.

Echo Number of Echoes on the page at the time of the request.

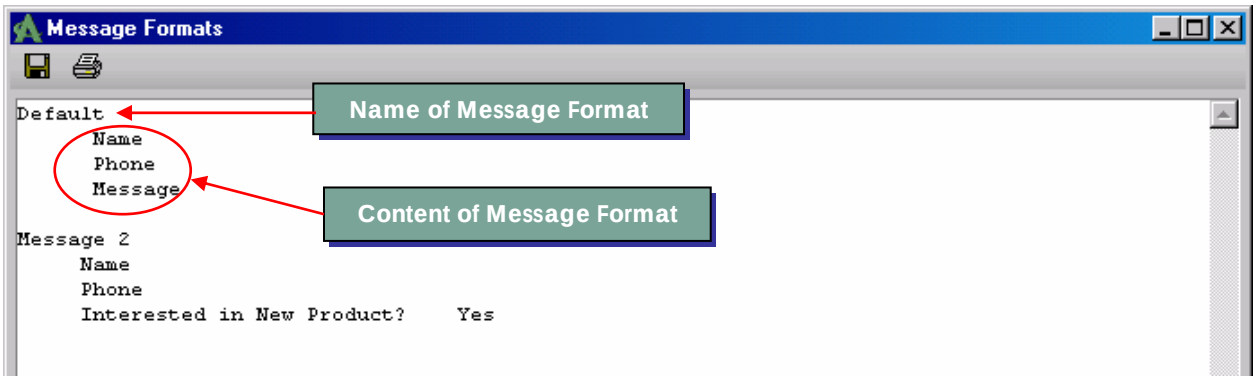
Msgs Number of Messages on the page at the time of the request.

Message Formats

Selecting Message Formats will give you a read-only listing of all Message Formats that have been created in your OnviCall system.

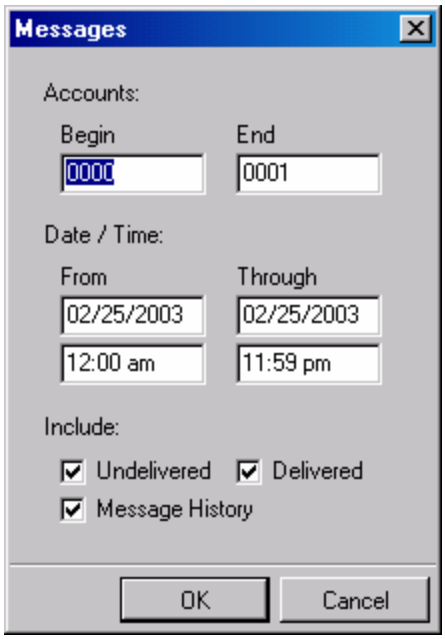
Viewing Message Formats

1. Press VF on your keyboard.
2. A screen similar to the one below is displayed.
3. To close this window, click on the X in the upper right corner.



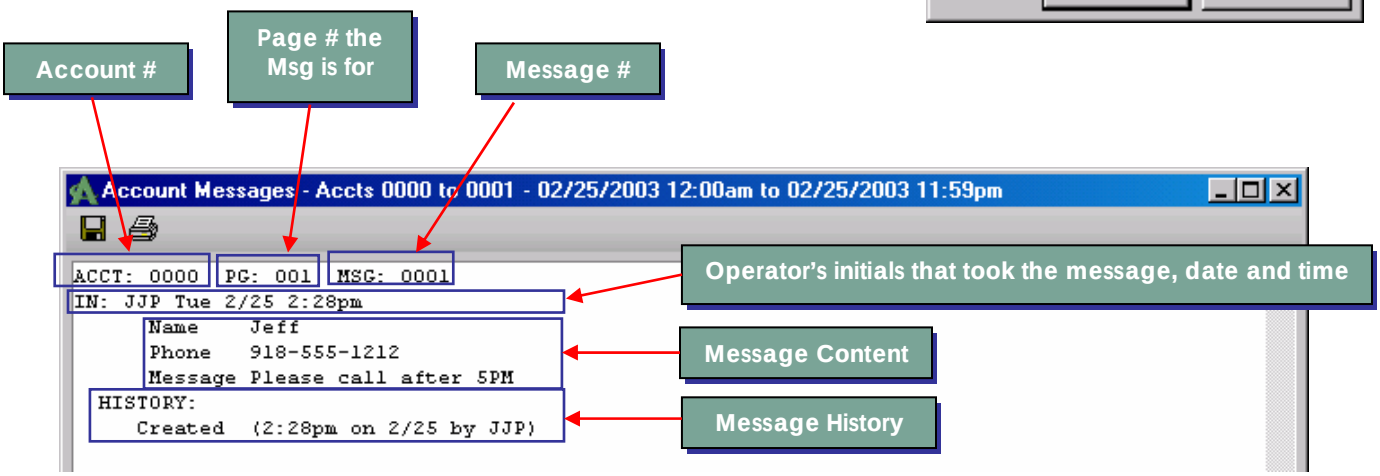
Messages

Selecting Messages will give you the ability to get a read-only listing of Messages by Account and by Agent. You have the ability to select an account range, date range, time range, undelivered and delivered messages as well as the message history.



By Account

1. Press VMA on your keyboard.
2. Enter the Account or range of accounts you want a listing of.
3. Enter the Date / Times.
4. Place a check mark in the "Include" options you want included in the listing.
5. Press the enter key or click OK with your mouse. A screen similar to the one below is presented.

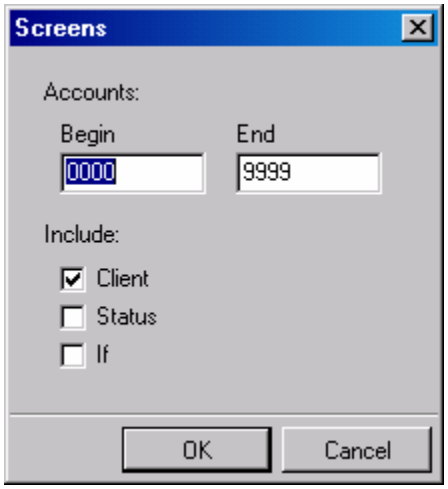


By Agent

1. Press VMG on your keyboard.
2. Use your up and down arrow keys to select the operator's initials you want to query on.
3. Enter the Date / Times.
4. Place a check mark in the "Include" options you want included in the listing.
5. Press the enter key or click OK with your mouse. A screen similar to the one above is presented.

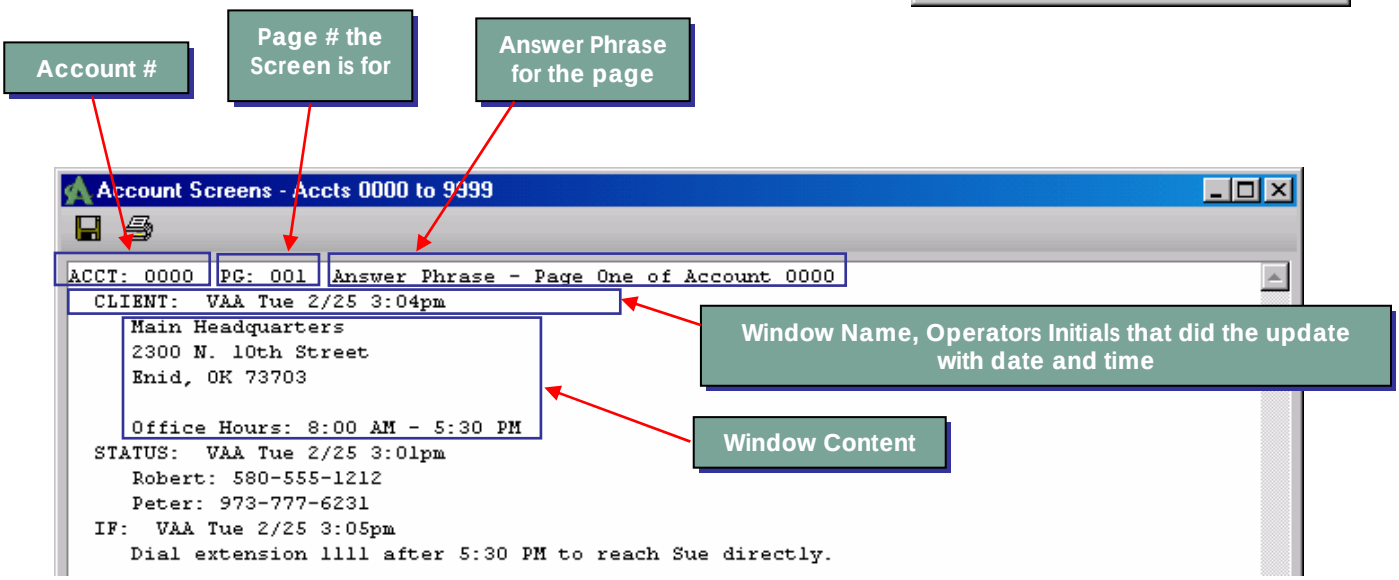
Screens

Selecting Screens will give you the ability to get a read-only listing of the Client, Status and If Windows for an account.



Selecting Screen Views

1. Press VS on your keyboard.
2. Enter the Account or range of accounts you want a listing of.
3. Place a check mark in the Screens you want to view.
4. Press Enter or click OK with your mouse. A screen similar to the one below is presented.



The following is a description of the types of alarms found within the OnviCall system.

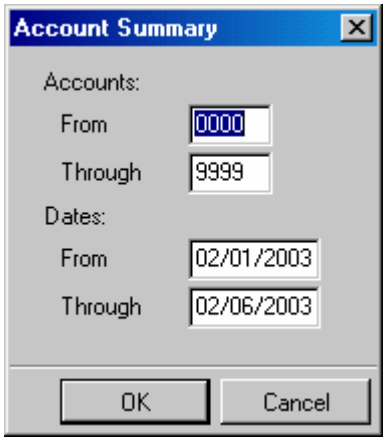
Alarm Types	Alarm Descriptions
Account Overring	Will trigger an alarm if SETTINGS.CFG file has been modified to include: [Alarms] Overring = 18 Overring is in seconds. An overring occurs when a call has been unanswered for this amount of time. (includes RING time and HELP time)
Operators Logged On Count	Will trigger an alarm if the number of operators logged on falls below or exceeds the amount set in system settings.
Operator In Rotation Count	Will trigger an alarm if the number of operators in an “IN” rotation falls below or exceeds the amount set in system settings.
Operator In Standby Count	Will trigger an alarm if the number of operators in a “Standby” rotation falls below or exceeds the amount set in system settings.
Ringing Call Count	Will trigger an alarm if the number of calls ringing into the system falls below or exceeds the amount set in system settings.
Hold Call Count	Will trigger an alarm if the number of calls on hold falls below or exceeds the amount set in system settings.
Patch Call Count	Will trigger an alarm if the number of patched calls falls below or exceeds the amount set in system settings.
Inbound Call Count	Will trigger an alarm if the number of calls in a “Talk” status falls below or exceeds the amount set in system settings.
Dialout Call Count	Will trigger an alarm if the number of Dialout calls fall below or exceeds the amount set in system settings.
Help Call Count	Will trigger an alarm if the number Help calls fall below or exceeds the amount set in system settings.
Undelivered Message Count	Will trigger an alarm if the number of Undelivered Messages falls below or exceeds the amount set in system settings.

Alarm Types	Alarm Descriptions
Echo Count	Will trigger an alarm if the number of Echoes falls below or exceeds the amount set in system settings.
Suspended Message Count	Will trigger an alarm if the number of Suspended Messages falls below or exceeds the amount set in system settings.
Dispatch Alpha Count	Will trigger an alarm if the number of alphas waiting to be sent in the alpha dispatch queue exceeds the limit set in system settings.
Dispatch Fax Count	Will trigger an alarm if the number of faxes waiting to be sent in the fax dispatch queue exceeds the limit set in system settings.
Dispatch Email Count	Will trigger an alarm if the number of emails waiting to be sent in the email dispatch queue exceeds the limit set in system settings.
Dispatch Queue Count	Will trigger an alarm if the number of calls in the queue exceeds the limit set in system settings.
Dispatch Port Disable	Will trigger an alarm if a port has become disabled after three unsuccessful attempts.
Dispatch Stalled	Will trigger an alarm if the first five dispatches have been in the queue for more than 10 minutes.

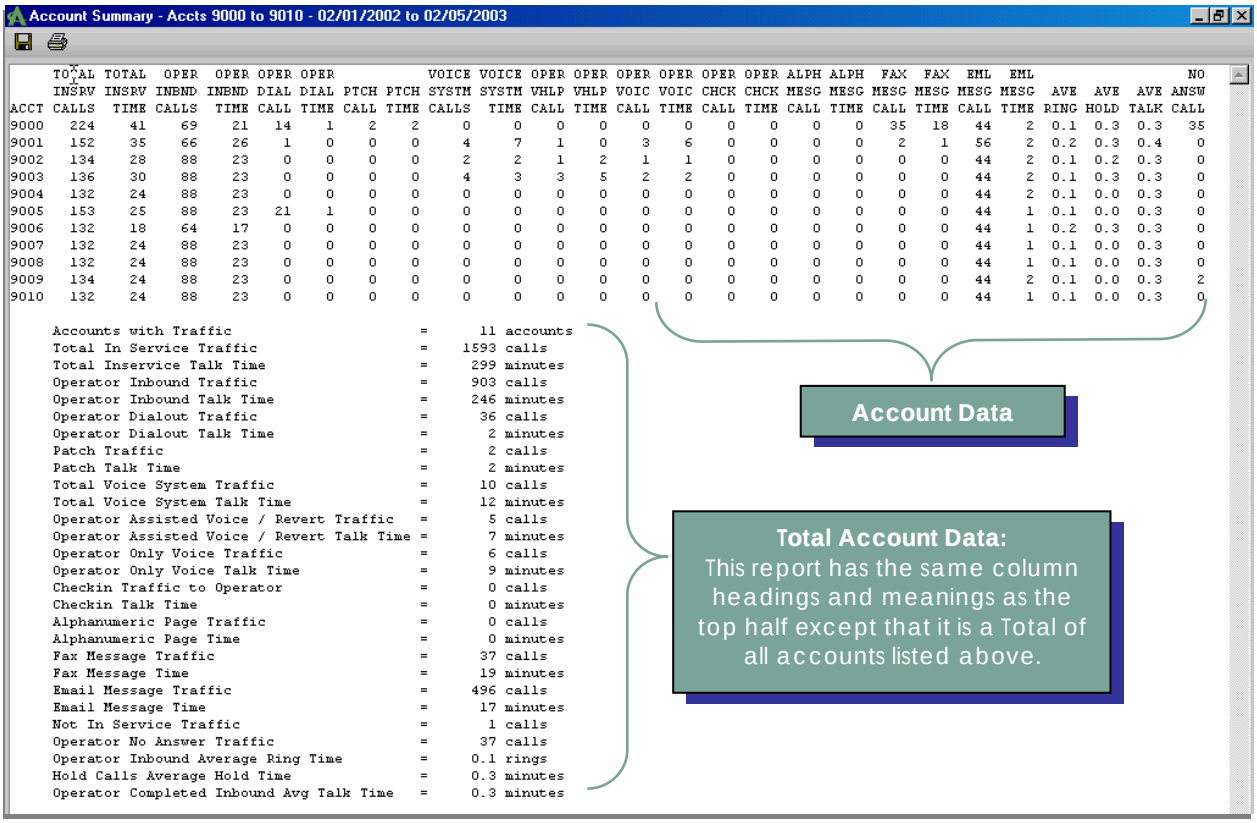
Account Summary

This report gives you a complete synopsis of your call handling and activities for all accounts. This reports has two parts; the top half shows account data itemized by account number and the bottom half shows the sum total of all account data. Printing this report will require you to change your paper size under print options to 8 ½ x 14 landscape mode. To run this report:

7. Press RAS on your keyboard and the Account Summary Form opens.
8. Enter the Account number or range you want to query.
9. Select the dates and times you want to query.
10. Press Enter on your keyboard or Click OK with your mouse.
11. When you are finished with the report, click on the X in the upper left corner to close.



Key:



ACCT	TOTAL INSRV CALLS	TOTAL INSRV TIME	OPER INBND CALLS	OPER INBND TIME	OPER DIAL CALL	OPER DIAL TIME	PTCH CALL	PTCH TIME	VOICE SYSTM CALLS	VOICE SYSTM TIME	OPER VHLP CALL	OPER VHLP TIME	OPER VOIC CALL	OPER VOIC TIME	OPER CHCK CALL	OPER CHCK TIME	ALPH MESG CALL	ALPH MESG TIME	FAX MESG CALL	FAX MESG TIME	EML MESG CALL	EML MESG TIME	AVE RING	AVE HOLD	AVE TALK	NO ANSW CALL
9000	224	41	69	21	14	1	2	2	0	0	0	0	0	0	0	0	0	0	35	18	44	2	0.1	0.3	0.3	35
9001	152	35	66	26	1	0	0	0	4	7	1	0	3	6	0	0	0	0	2	1	56	2	0.2	0.3	0.4	0
9002	134	28	88	23	0	0	0	0	2	2	1	2	1	1	0	0	0	0	0	0	44	2	0.1	0.2	0.3	0
9003	136	30	88	23	0	0	0	0	4	3	3	5	2	2	0	0	0	0	0	0	44	2	0.1	0.3	0.3	0
9004	132	24	88	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	2	0.1	0.0	0.3	0
9005	153	25	88	23	21	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1	0.1	0.0	0.3	0
9006	132	18	64	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1	0.2	0.3	0.3	0
9007	132	24	88	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1	0.1	0.0	0.3	0
9008	132	24	88	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1	0.1	0.0	0.3	0
9009	134	24	88	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	2	0.1	0.0	0.3	2
9010	132	24	88	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1	0.1	0.0	0.3	0

Accounts with Traffic	=	11	accounts
Total In Service Traffic	=	1593	calls
Total Inservice Talk Time	=	299	minutes
Operator Inbound Traffic	=	903	calls
Operator Inbound Talk Time	=	246	minutes
Operator Dialout Traffic	=	36	calls
Operator Dialout Talk Time	=	2	minutes
Patch Traffic	=	2	calls
Patch Talk Time	=	2	minutes
Total Voice System Traffic	=	10	calls
Total Voice System Talk Time	=	12	minutes
Operator Assisted Voice / Revert Traffic	=	5	calls
Operator Assisted Voice / Revert Talk Time	=	7	minutes
Operator Only Voice Traffic	=	6	calls
Operator Only Voice Talk Time	=	9	minutes
Checkin Traffic to Operator	=	0	calls
Checkin Talk Time	=	0	minutes
Alphanumeric Page Traffic	=	0	calls
Alphanumeric Page Time	=	0	minutes
Fax Message Traffic	=	37	calls
Fax Message Time	=	19	minutes
Email Message Traffic	=	496	calls
Email Message Time	=	17	minutes
Not In Service Traffic	=	1	calls
Operator No Answer Traffic	=	37	calls
Operator Inbound Average Ring Time	=	0.1	rings
Hold Calls Average Hold Time	=	0.3	minutes
Operator Completed Inbound Avg Talk Time	=	0.3	minutes

Heading Descriptions

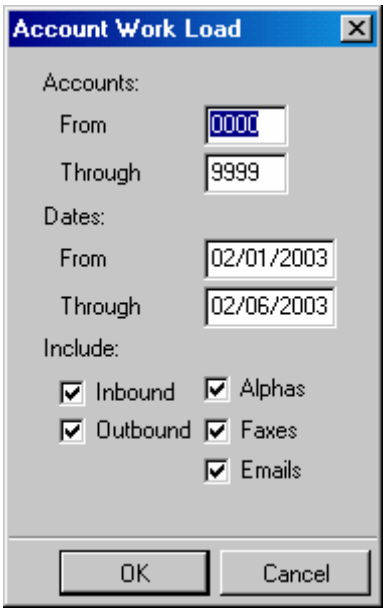
TOTAL INSRV CALLS	Total number of calls that came in for the account.
TOTAL INSRV TIME	Total talk time for in service calls, displayed in minutes.
OPER INBND CALLS	Total number of calls that came into an operator's station for an account.
OPER INBND TIME	Total talk time for Operator Inbound Calls, displayed in minutes.
OPER DIAL CALL	Total number of calls an operator dialed out for an account.
OPER DIAL TIME	Total time for Operator Dial Call, displayed in minutes.
PTCH CALL	Total number of patched calls for the account.
PTCH TIME	Total time for patched calls, displayed in minutes.
VOICE SYSTM CALLS	All calls that went into voicemail including operator reverts.
VOICE SYSTM TIME	Total time for calls that went into voicemail, displayed in minutes.
OPER VHLP CALL	All operator assisted voicemail. Includes voicemail patches and voicemail call screening and operator reverts.
OPER VHLP TIME	Total time for operator assisted voicemail, displayed in minutes.
OPER VOIC CALL	All calls that came into an operator and were transferred into voicemail.
OPER VOIC TIME	Total time for calls that came into an operator and were transferred into voicemail, displayed in minutes.
OPER CHCK CALL	All calls made to voicemail by an operator.
OPER CHCK TIME	Total time for calls made into voicemail by an operator, displayed in minutes.
ALPH MESG CALL	Total number of messages that were delivered via Alpha pager for the account.
ALPH MESG TIME	Total time it took to deliver alpha pager messages, displayed in minutes.

Heading Descriptions (Continued)

FAX MESG CALL	Total number of messages that were delivered via Fax for the account.
FAX MESG CALL	Total time it took to deliver Fax messages, displayed in minutes.
EML MESG CALL	Total number of messages that were delivered via email for the account.
EML MESG TIME	Total time it took to deliver email messages, displayed in minutes.
AVE RING	The average ring time of a call, displayed in minutes.
AVE HOLD	The average time for a call placed on hold, displayed in minutes
AVE TALK	The average talk time for inbound calls, displayed in minutes.
NO ANSW CALL	The total number of calls that came into an operator's station that were not answered.

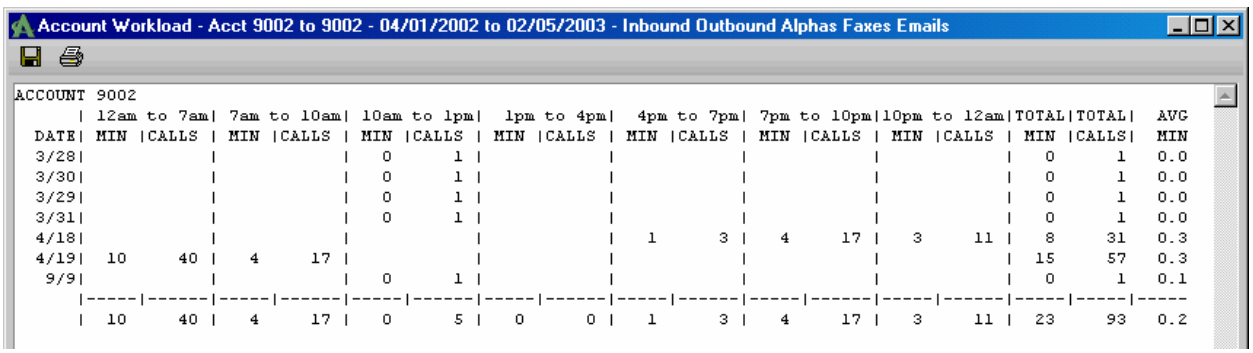
Workload

This report lets you see what impact an account is having on your system resources. Printing this report will require you to change your paper size under print options to landscape mode. To run this report:



1. Press RAW on your keyboard and the Account Workload window opens.
2. Enter the Account number or range you want to query.
3. Select the dates and times you want to query.
4. Select the call types you want to include by placing a check mark in the box.
5. Press Enter on your keyboard or Click OK with your mouse. The Account Workload Report displays.
6. When you are finished with the report, click on the X in the upper left corner to close.

Key:



Account Workload - Acct 9002 to 9002 - 04/01/2002 to 02/05/2003 - Inbound Outbound Alphas Faxes Emails

ACCOUNT 9002

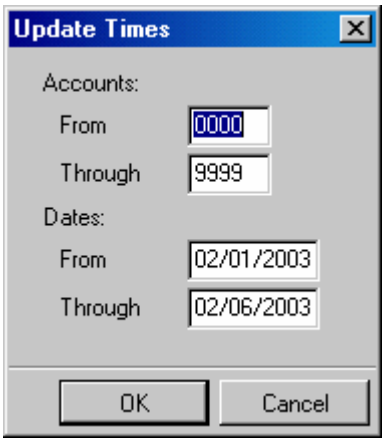
	12am to 7am		7am to 10am		10am to 1pm		1pm to 4pm		4pm to 7pm		7pm to 10pm		10pm to 12am		TOTAL	TOTAL	AVG
DATE	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN	CALLS	MIN
3/28					0	1									0	1	0.0
3/30					0	1									0	1	0.0
3/29					0	1									0	1	0.0
3/31					0	1									0	1	0.0
4/18									1	3	4	17	3	11	8	31	0.3
4/19	10	40	4	17											15	57	0.3
9/9					0	1									0	1	0.1
	10	40	4	17	0	5	0	0	1	3	4	17	3	11	23	93	0.2

Heading Descriptions

Account	The account number the report was based on.
Date	Lists query dates vertically.
Time Frame MIN	There are 7 time frames listed horizontally across the top of the report, within each time frame MIN gives you the amount of minutes the calls were for that time frame.
Time Frame CALLS	Within a time frame, lists the amount of calls that came in for that time frame.
Total MIN	Displays total minutes of all 7 time frames.
Total CALLS	Displays total calls for all 7 time frames.
AVG MIN	The average minutes of a call.

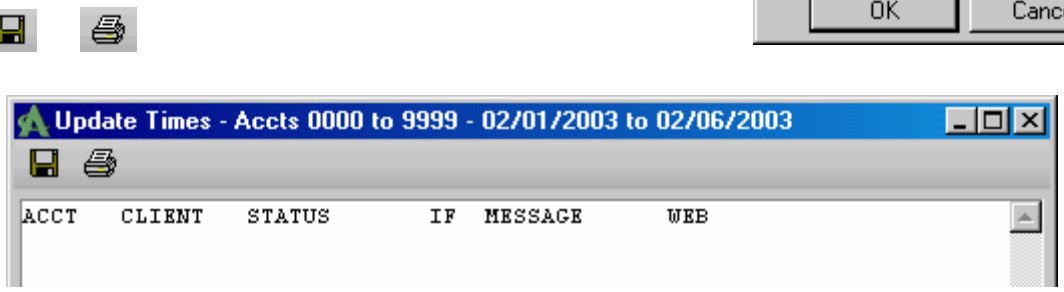
Update Times

This report displays in minutes the amount of time it took an operator to perform Updates to the Client, Status, If, Message and Web windows. To run this report:



7. Press RAU on your keyboard and the Update Times Form opens.
8. Enter the Account number or range you want to query.
9. Select the dates and times you want to query.
10. Press Enter on your keyboard or Click OK with your mouse. The Update Times Report displays.
11. When you are finished with the report, click on the X in the upper left corner to close.

Key:

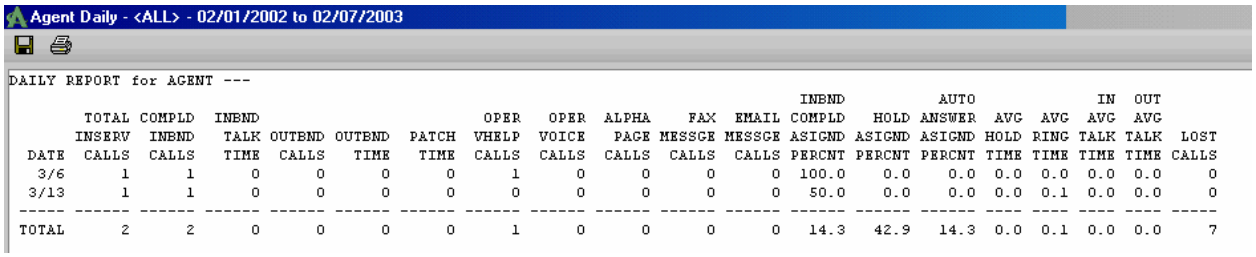


Agent Daily

This report shows the total call activity by operator on a daily basis. Printing this report will require you to change your paper size under print options to landscape mode. To run this report:

1. Press RGD on your keyboard and the Agent Daily Form opens.
2. Use your up and down arrow keys to select the operator's initials you want to query on, or leave it on ALL to get a list of all operator's.
3. Select the dates you want to query.
4. Press Enter on your keyboard or Click OK with your mouse. The Agent Daily Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.

Key:



Agent Daily - <ALL> - 02/01/2002 to 02/07/2003

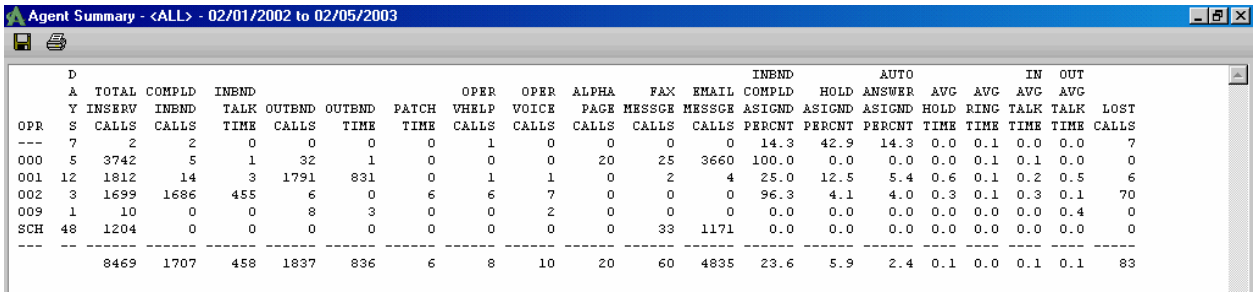
DAILY REPORT for AGENT ---

DATE	TOTAL INSERV CALLS	COMPLD INBND CALLS	INBND TALK TIME	OUTBND CALLS	OUTBND TIME	PATCH TIME	OPER VHELP CALLS	OPER VOICE CALLS	ALPHA PAGE CALLS	FAX MESSGE CALLS	EMAIL MESSGE CALLS	INBND COMPLD ASIGND PERCNT	HOLD ASIGND PERCNT	AUTO ANSWER ASIGND PERCNT	AVG HOLD TIME	AVG RING TIME	IN AVG TALK TIME	OUT AVG TALK TIME	LOST CALLS
3/6	1	1	0	0	0	0	1	0	0	0	0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0
3/13	1	1	0	0	0	0	0	0	0	0	0	50.0	0.0	0.0	0.0	0.1	0.0	0.0	0
TOTAL	2	2	0	0	0	0	1	0	0	0	0	14.3	42.9	14.3	0.0	0.1	0.0	0.0	7

Agent Summary

This report has the same headings as the Agent Daily report but gives you a report on ALL operators. The first column differs in that it shows the Operator's login initials and the second column represents the amount of days the Operator was logged in taking calls during the requested query time. Printing this report will require you to change your paper size under print options to 8 ½ x 14 landscape mode To run this report:

Press RGS on your keyboard. Follow the same instructions for the Agent Daily listed above.



Agent Summary - <ALL> - 02/01/2002 to 02/05/2003

OPR	DAYS	TOTAL INSERV CALLS	COMPLD INBND CALLS	INBND TALK TIME	OUTBND CALLS	OUTBND TIME	PATCH TIME	OPER VHELP CALLS	OPER VOICE CALLS	ALPHA PAGE CALLS	FAX MESSGE CALLS	EMAIL MESSGE CALLS	INBND COMPLD ASIGND PERCNT	HOLD ASIGND PERCNT	AUTO ANSWER ASIGND PERCNT	AVG HOLD TIME	AVG RING TIME	IN AVG TALK TIME	OUT AVG TALK TIME	LOST CALLS
---	7	2	2	0	0	0	0	1	0	0	0	0	14.3	42.9	14.3	0.0	0.1	0.0	0.0	7
000	5	3742	5	1	32	1	0	0	0	20	25	3660	100.0	0.0	0.0	0.0	0.1	0.1	0.0	0
001	12	1812	14	3	1791	831	0	1	1	0	2	4	25.0	12.5	5.4	0.6	0.1	0.2	0.5	6
002	3	1699	1686	455	6	0	6	6	7	0	0	0	96.3	4.1	4.0	0.3	0.1	0.3	0.1	70
009	1	10	0	0	8	3	0	0	2	0	0	0	0.0	0.0	0.0	0.0	0.0	0.0	0.4	0
SCH	48	1204	0	0	0	0	0	0	0	0	33	1171	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0
---	--																			
		8469	1707	458	1837	836	6	8	10	20	60	4835	23.6	5.9	2.4	0.1	0.0	0.1	0.1	83

Agent Daily and Summary Heading Descriptions

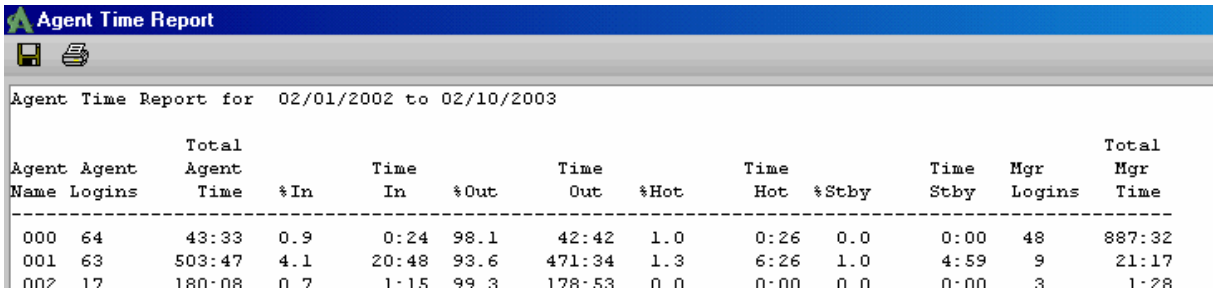
OPR (Summary Only)	Displays the Operator's login initials.
DAYS (Summary Only)	The amount of days the Operator was logged in taking calls during the requested query time
DATE	Date the query is for.
TOTAL INSERV CALLS	Total number of calls that came in for the agent.
COMPLD INBND CALLS	Total number of calls an operator completed.
INBND TALK TIME	Total talk time for Operator Inbound Calls, displayed in minutes.
OUTBND CALLS	Total number of outbound calls made by an operator.
OUTBND TIME	Total talk time for operator Outbound Calls, displayed in minutes.
PATCH TIME	Total time for patched calls, displayed in minutes.
OPER VHELP CALLS	Total calls that went into voicemail then came back to the operator for assistance.
OPER VOICE CALLS	Total calls that came into the operator and were transferred into voicemail.
ALPHA PAGE CALLS	Total number of Alpha Page calls the operator initiated.
FAX MESSGE CALLS	Total number of Faxes the operator initiated.
EMAIL MESSGE CALLS	Total number of email messages initiated by the operator.
INBND COMPLD ASIGND PERCENT	Percent of Inbound calls assigned to an operator that were completed. If an operator completes another operator's calls this number can be greater than 100%. The calculation is based upon the number of inbound completed calls divided by the amount of assigned calls.
HOLD ASIGND PERCENT	Percentage of calls assigned to an operator that were put on hold.
AUTO ANSWER ASIGND PERCENT	Percentage of calls that were answered by Auto Answer then reverted to the operator.
AVG HOLD TIME	Average time the operator had a call on hold, displayed in minutes.
AVG RING TIME	Average time a call rang before being picked up by the operator, displayed in minutes.
IN AVG TALK TIME	Average time the operator was on an inbound call, displayed in minutes.
OUT AVG TALK TIME	Average time the operator was on an outbound call, displayed in minutes.
LOST CALLS	Number of calls assigned to an operator that were never answered (includes early hang up).

Agent Time

This report shows Operator rotation activity and total logged time for a given time frame. To run this report:

1. Press RGT on your keyboard and the Agent Time Form opens.
2. Use your up and down arrow keys to select the operator's initials you want to query on, or leave it on ALL to get a list of all operator's.
3. Select the dates you want to query.
4. Press Enter on your keyboard or Click OK with your mouse. The Agent Time Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.

Key:



Agent Time Report for 02/01/2002 to 02/10/2003

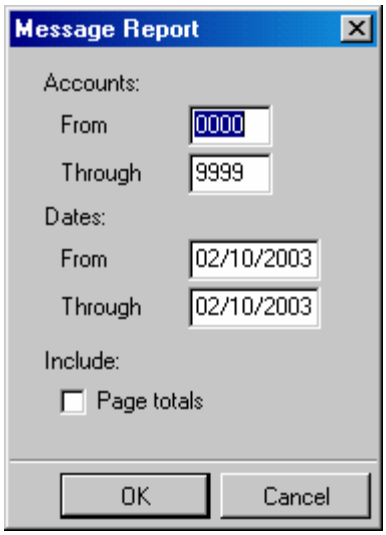
Agent Name	Agent Logins	Total Agent Time	%In	Time In	%Out	Time Out	%Hot	Time Hot	%Stby	Time Stby	Mgr Logins	Total Mgr Time
000	64	43:33	0.9	0:24	98.1	42:42	1.0	0:26	0.0	0:00	48	887:32
001	63	503:47	4.1	20:48	93.6	471:34	1.3	6:26	1.0	4:59	9	21:17
002	17	180:08	0.7	1:15	99.3	178:53	0.0	0:00	0.0	0:00	3	1:28

Heading Descriptions

Agent Name	Operator login initials.
Agent logins	Number of logins for the period of time requested in the query.
Total Agent Time	Total time logged into the OnviCall Operator Program within the requested query dates.
% In	Percentage of time in an "In" rotation.
Time In	Actual time in rotation displayed in hours and minutes.
% Out	Percentage of time "Out" of rotation.
Time Out	Actual time out of rotation displayed in hours and minutes.
% Hot	Percentage of time in Hot rotation.
Time Hot	Actual time in a Hot rotation displayed in hours and minutes.
% Standby	Percentage of time in Standby rotation.
Time Standby	Actual time in a Standby status displayed in hours and minutes.
Manager Logins	How many times the operator logged in to the Manager Program.
Total Mgr Time	Total time the Operator spent in the Manager Program displayed in hours and minutes.

Message Report

This report displays the total number of messages by account number.



1. Press RM on your keyboard and the Message Report Form opens.
2. Enter the Account number or range you want to query.
3. Select the dates you want to query.
4. Place a check mark to Include "Page Totals" if you want to include this in your query.
5. Press Enter on your keyboard or Click OK with your mouse. The Message Report displays.
6. When you are finished with the report, click on the X in the upper left corner to close.

Key:

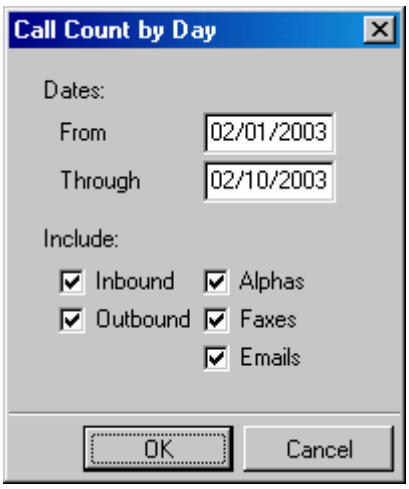
Heading Descriptions

ACCT	The account number.
PG	Total number of messages for the page within the account.
MSGS	Total number of messages for an account in time frame designated in a query.

System - Call Count – Daily

This report displays in Chart format figures of all calls into the Call Center for a specific day or date range. To run this Report:

1. Press RSCD on your keyboard and the Call Count by Daily Form opens.
2. Select the dates you want to query.
3. Select if you want your report to include: Inbound, Outbound, Alphas, Faxes and Emails.
4. Press Enter on your keyboard or Click OK with your mouse. The Call Count Daily Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.



Key:

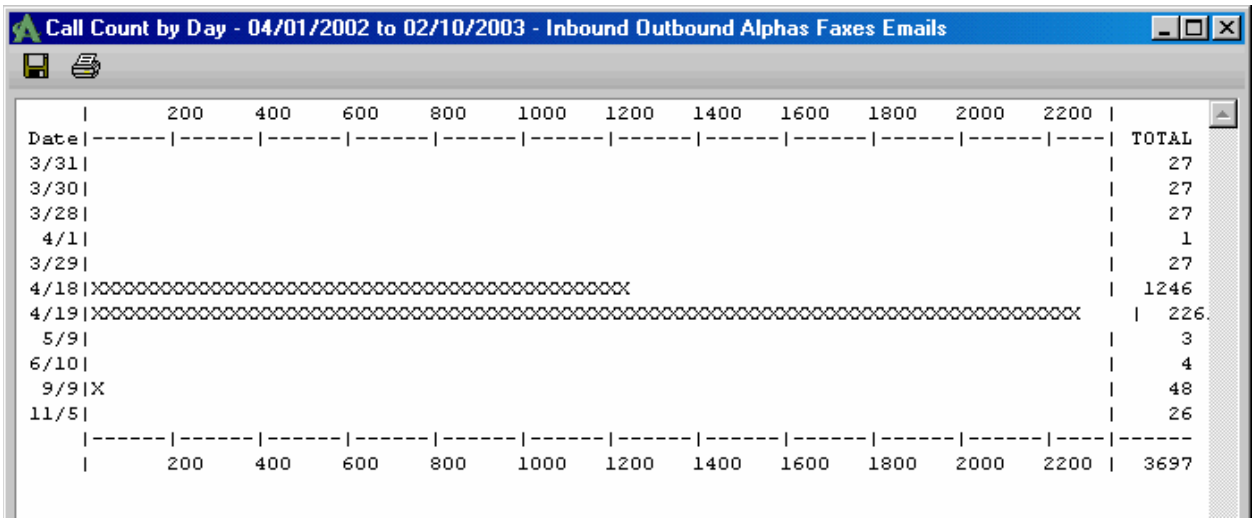


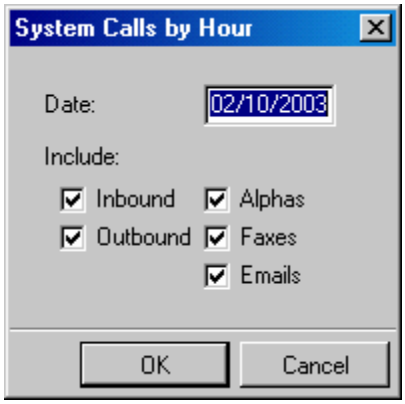
Chart Description

Date	Date of the calls into the Call Center.
Volume Numbers	The numbers on the top and bottom of the chart signifying call volume.
X's	X's are used to graphically depict the amount of calls for a day.
Total	Total number of calls for a day.

Call Count – Hourly

This report is just like the Call Count Daily Report except it is broken down by the amount of calls within an hour time frame. This report can only be run for a day at a time. To run this report:

1. Press RSCH on your keyboard and the Call Count by Hour Form opens.
2. Select the date you want to query.
3. Select if you want your report to include: Inbound, Outbound, Alphas, Faxes and Emails.
4. Press Enter on your keyboard or Click OK with your mouse. The Call Count Hourly Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.



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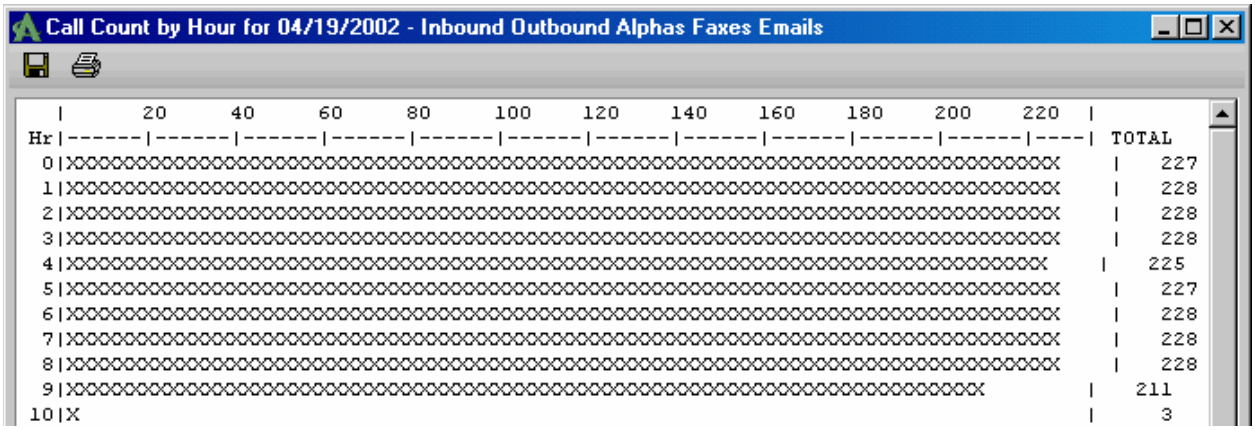


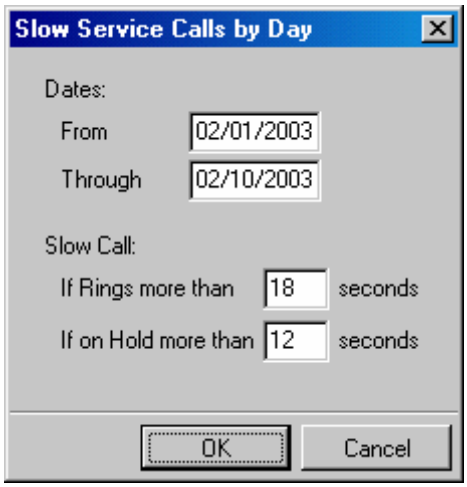
Chart Description

Hr	Hours listed consecutively down the left side.
Volume Numbers	The numbers on the top and bottom of the chart signifying call volume.
X's	X's are used to graphically depict the amount of calls for a day.
Total	Total number of calls for an hour.

System – Slow Service Daily

This report will give you a percentage of inbound calls to the Call Center based on the criteria you set in the “Slow Call” area of the query. “If Rings more than ___ seconds” OR “If on Hold more than ___ seconds” will be shown in a general overview not broken out by Operator. The report is calculated by the number of Rings or Holds divided by the Total amount of Inbound calls. To run a Report:

1. Press RSSD on your keyboard and the Slow Service by Daily Form opens.
2. Select the dates you want to query.
3. Select your Slow call parameters.
4. Press Enter on your keyboard or Click OK with your mouse. The Slow Service Daily Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.



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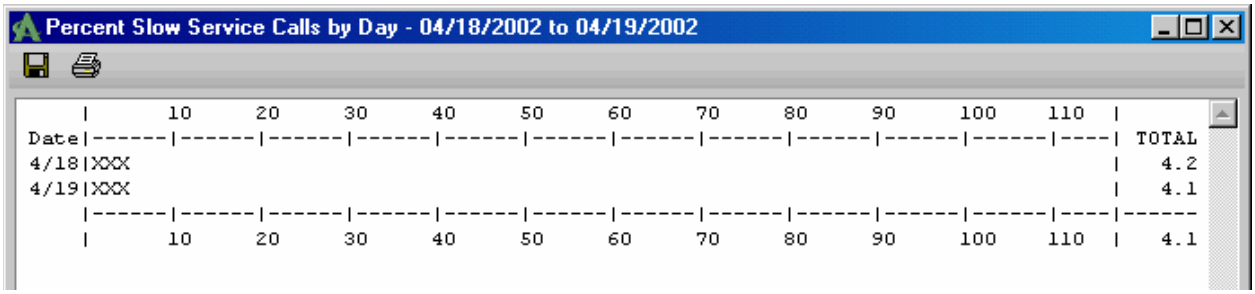
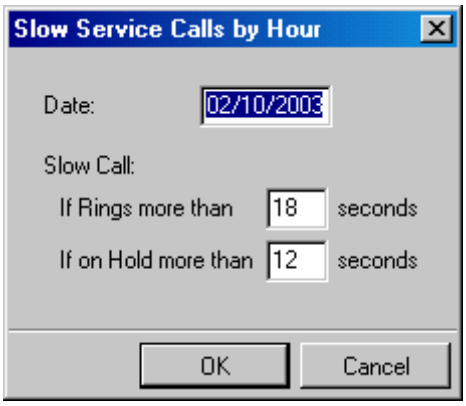


Chart Description

Date	Date the calls came into the Call Center.
Volume Numbers	The numbers on the top and bottom of the chart signifying call volume.
X’s	X’s are used to graphically depict the amount of slow calls for a day.
Total	Percentage of slow calls for the query dates.

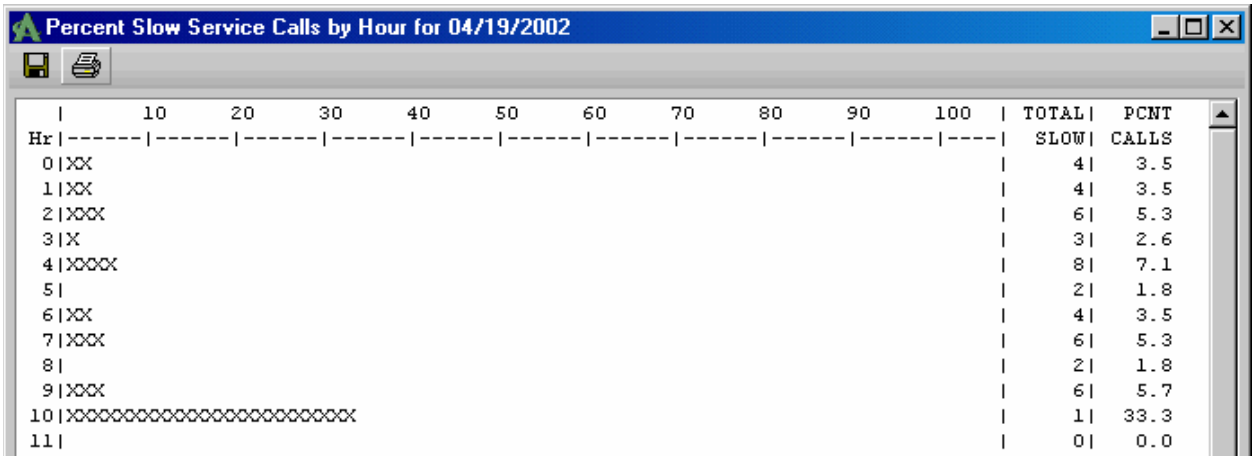
System – Slow Service Hourly

This report is similar to the Slow Service Daily Report except it is broken down by the amount of calls within an hour time frame. This report can only be run for a day at a time. To run this report:



1. Press RSSH on your keyboard and the Slow Service by Daily Form opens.
2. Select the dates you want to query.
3. Select your Slow call parameters.
4. Press Enter on your keyboard or Click OK with your mouse. The Slow Service Hourly Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.

Key:



```
Percent Slow Service Calls by Hour for 04/19/2002

   |      10      20      30      40      50      60      70      80      90      100  | TOTAL|   PCNT
Hr|------|------|------|------|------|------|------|------|------|------|----|  SLOW| CALLS
 0|XX                                                                                  |     4|    3.5
 1|XX                                                                                  |     4|    3.5
 2|XXX                                                                                 |     6|    5.3
 3|X                                                                                   |     3|    2.6
 4|XXXX                                                                                |     8|    7.1
 5|                                                                                    |     2|    1.8
 6|XX                                                                                  |     4|    3.5
 7|XXX                                                                                 |     6|    5.3
 8|                                                                                    |     2|    1.8
 9|XXX                                                                                 |     6|    5.7
10|XXXXXXXXXXXXXXXXXXXXXXXX                                                            |     1|   33.3
11|                                                                                    |     0|    0.0
```

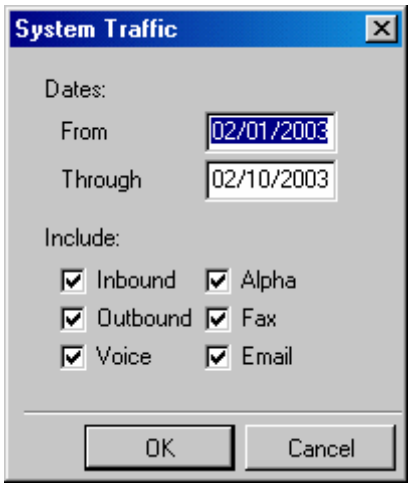
Chart Description

Hr	Hour the calls came into the Call Center.
Volume Numbers	The numbers on the top and bottom of the chart signifying call volume.
X's	X's are used to graphically depict the amount of slow calls for a day.
Total	Percentage of slow calls for the query hours.

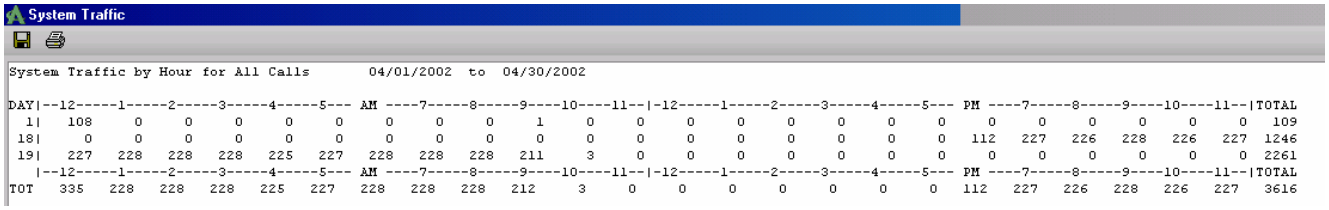
System Traffic

This report shows you complete system traffic on an hourly basis. The totals are cumulative and not broken out by category. You will need to change your paper orientation to landscape when printing this report. To run this report:

1. Press RST on your keyboard and the System Traffic Form opens.
2. Select the dates you want to query.
3. Select if you want your report to include: Inbound, Outbound, Voice, Alphas, Faxes and Emails.
4. Press Enter on your keyboard or Click OK with your mouse. The System Traffic Report displays.
5. When you are finished with the report, click on the X in the upper left corner to close.



Key:



System Traffic by Hour for All Calls 04/01/2002 to 04/30/2002

DAY	12	1	2	3	4	5	AM	7	8	9	10	11	12	1	2	3	4	5	PM	7	8	9	10	11	TOTAL
1	108	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	109
18	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	112	227	226	228	226	227	1246
19	227	228	228	228	225	227	228	228	228	211	3	0	0	0	0	0	0	0	0	0	0	0	0	0	2261
	12	1	2	3	4	5	AM	7	8	9	10	11	12	1	2	3	4	5	PM	7	8	9	10	11	TOTAL
TOT	335	228	228	228	225	227	228	228	228	212	3	0	0	0	0	0	0	0	112	227	226	228	226	227	3616

Chart Description

Title	Displays title along with date(s) the report was run for.
Day	The day calls came into the call center per hour.
Volume Numbers	The numbers on the top and bottom of the chart signifying call times.
Total	Total number of all calls for a day within the query parameters.

Agent	A general term for someone who handles telephone calls in a call center.
Alphanumeric Pager	A small wireless receiver that allows reception of text and numeric messages.
Answer Phrase	A greeting for a specific account.
Auto Answer	OnviCall automatically answers calls that have exceeded ring time with a generic message or a special message provided by your voicemail and then places the caller on hold before re-assigning to another operator.
Auto Dispatch	A function in OnviCall's dispatch system allows you to dispatch messages immediately upon completion.
Backspace	Removes characters typed to the left of the cursor when depressed.
Call Display Window	Area within OnviCall Operator Program that displays up to 9 calls and answer phrases.
Chat	A system that allows any number of logged-in users to have a typed, real-time, on-line conversation.
Client Control	A privileged feature within the OnviCall Operator Program that allows you to customize account set up and service parameters.
Client Window	Area within OnviCall Operator Program that displays important account information such as contact phone numbers, email addresses, speed dial numbers.
Comma Delimited	Each column (or field) is separated from the other data by commas.
Command line	A means of communication between a program and its user. Commands are input with the help of a keyboard or similar device and are interpreted and executed by the program.
Delete	Removes characters to the right of the cursor when depressed.
DID	Direct Inward Dialing.
Directory	An account area that stores client contact information and destination numbers for use in the dispatch of messages.
Dispatch	Feature in OnviCall that allows message delivery.
Echoes	A tagged message designed to alert an operator they need to follow up on an action.
Email address	A format used to specify the source or destination of an electronic mail message.
End Key	Moves you to the end of a line when depressed.
Excel	A spreadsheet program from Microsoft, part of their Microsoft Office suite.

Expand	Enables you to view a screen in three different sizes.
Fax	A process by which fixed graphic material including pictures, text, or images is scanned and the information converted into electrical signals which are transmitted via telephone to produce a paper copy of the graphics on the receiving fax machine.
Global	Settings and information applied and found system wide.
Home Key	The Home key moves you to the start of a line.
If Window	Notifies you of account exceptions for handling calls.
Insert	This option allows you to change from Over-strike mode (characters are typed over by another character) to Insert-mode in order to insert other characters while editing.
IP Address	Internet Protocol Address - a number unique to each station on a network**.**
Landscape mode	Printing horizontally on a sheet of paper.
Local	Settings and information applied and found at the account level.
Menu Bar	A list of options presented in a drop down format.
Message History	Displays what actions have been taken on a particular message in the OnviCall Operator Program.
Operator	A general term for someone who handles telephone calls in a call center.
Operator ID	Operator login initials.
Operator Union	Monitoring of an operator's calls while in mute mode.
Priority	A call that is answered immediately even before regular ringing calls in line for answer
Privilege	A permission given to an Operator by a Manager to be able to perform a particular function within the OnviCall Operator Program.
Program Title Bar	A row in a program's window that displays the software's name.
Prompt	Area within OnviCall that asks you to input information.
Query	A request for information.
Radio Button	In graphical user interfaces, a button is a small outlined area in a dialog box that you can click to select an option or command.
Read-Only	Display whose contents cannot be altered.
Real-Time	Events as they are happening or with a 2 – 5 second delay.
Recall	OnviCall lets you retrieve previously used information in the Client information window, Status, If and Message Windows.

Rotation Status – Hot	Allows **ALL** incoming calls, transferred calls, dial-outs and echoes to your terminal
Rotation Status – In	Allows incoming calls, transferred calls, dial-outs and echoes to your terminal
Rotation Status – Out	Allows **NO** incoming calls, outgoing calls, transferred calls or echoes to your terminal
Rotation Status – Standby	Allows **NO** incoming calls and echoes to your terminal. **Allows** dial-outs and transferred calls to and from your terminal.
Speed Dial Numbers	A feature that enables you to store frequently used telephone numbers and email address for quick message delivery.
Status Copy	Copy contents in a Status Window to another page or account.
Status Window	Displays important account information for the proper handling of a call in the OnviCall Operator Program.
Suspends	Incomplete messages.
Talk Mode	Displays what type of call you are on and the duration of the call.
Time Zone	Option that allows you to specify a time zone difference between you and your client.
Undelivered message	A message that has not been delivered to an account.
Voicemail	A system for sending, storing and retrieving audio messages, like a telephone answering machine.
WAV	A sound file that works like a tape recording.
Wrap Time	The amount of time spent updating an account not on a call.